



## **Quick Start Guide for Cisco UC Integration for IBM Sametime**

**First Published:** October 04, 2012

### **Americas Headquarters**

Cisco Systems, Inc.

170 West Tasman Drive

San Jose, CA 95134-1706

USA

<http://www.cisco.com>

Tel: 408 526-4000

800 553-NETS (6387)

Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <http://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2012 Cisco Systems, Inc. All rights reserved.



## CONTENTS

---

### CHAPTER 1

#### Cisco UC Integration for IBM Sametime 1

Introduction 1

Cisco UC Integration for IBM Sametime and IBM Lotus Notes 1

Documentation Resources 2

---

### CHAPTER 2

#### Cisco UC Integration for IBM Sametime Installation 3

Automatically Install Cisco UC Integration for IBM Sametime 3

Manually Install Cisco Unified Communications Integration for IBM Sametime 4

Uninstall Previous Integration from IBM Sametime 4

Modify Customization File 5

Install New Integration 6

Set Account Preferences 6

Manually Install Cisco UC Integration for IBM Sametime with Lotus Notes 7

Uninstall Previous Integration from Lotus Notes 8

Modify Customization File 8

Install New Integration 9

Set Account Preferences 9

---

### CHAPTER 3

#### Integration Configuration 11

Adjust Settings in the Preferences Menu 11

Configure Account Preferences 11

Configure Audio Preferences 11

Configure Calls Preferences 12

Configure Video Settings 12

Reset System Messages 13

Set Phone Mode 13

Forward Calls 14

---

**CHAPTER 4****Integration Use 15**

Cisco UC Integration for IBM Sametime Buttons and Icons 15

Call Management 16

Place Calls with Sametime Connect 18

Place Call from Contact List or Chat Window 18

Return a Call from the Conversation History Section 18

Place a Call to Any Number 18

Receive Calls with Sametime Connect 19

Answer a Call 19

Send a Call Directly to Voicemail 19

Start a Sametime Connect Chat With the Caller 19

Manage an Active Call 19

Mute Your Microphone 20

Add a Participant to a Call 20

Enter Tones for an Interactive Voice Response System 20

Merge Calls into a Conference Call 20

Place Call on Hold 20

Transfer the Call 20

Start Video in the Call 21

End the Call 21

Create Conference Calls 21

Bring Potential Participants in to the Conference 22

Remove a Participant 22

Remove a Potential Participant 22

Manage Conversation History 23

Filter Call History Information 23

Delete Calls from Call History 24

Manage Voicemail 24

Filter Your Voice Messages 25

Delete Voice Messages 25

Permanently Delete Voice Messages 25

Cisco UC Integration for IBM Sametime Navigation and General Controls 26

Troubleshoot Problems 29

Check Server Health 29

[Create Problem Report](#) 29





# CHAPTER 1

## Cisco UC Integration for IBM Sametime

---

- [Introduction, page 1](#)
- [Cisco UC Integration for IBM Sametime and IBM Lotus Notes, page 1](#)
- [Documentation Resources, page 2](#)

### Introduction

Cisco Unified Communications Integration for IBM Sametime enhances productivity by integrating native audio and HD video capabilities for IBM Sametime. It also includes Cisco phone control and presence status, along with integrated voicemail and conversation history. The integration allows access to Cisco call control with IBM Sametime IM and presence for both the standalone and IBM Lotus Notes-embedded clients.

The integration provides Sametime users with the following Cisco UC capabilities:

- Ability to use their computers for audio and video calls
- Ability to use Cisco UC Integration for IBM Sametime to control their phones
- Phone presence over XMPP
- Click-to-call capability from the IBM Sametime client
- Integrated visual voicemail and conversation history
- Users can easily create and manage audio and video conferences

## Cisco UC Integration for IBM Sametime and IBM Lotus Notes



### Note

Depending on your organization's setup, you can use the integration within IBM Lotus Notes in one of the following ways:

- Sametime displays in its own section within your Notes client.

- You access Sametime and the capabilities of the integration from other applications within your Notes client. For example, you might right-click Notes email or contacts to place a call.
- The Live Text feature allows you to dial any phone number in Lotus Notes that appears as a live link.

Ask your system administrator about the functionality you can access. See IBM documentation for details on activating Lotus Notes menus.

## Documentation Resources

Refer to the following documents for more information about Cisco UC Integration for IBM Sametime:

- *Release Notes for Cisco UC Integration for IBM Sametime*
- *Cisco UC Integration for IBM Sametime Integration Guide*





## CHAPTER 2

# Cisco UC Integration for IBM Sametime Installation

---

The way that you install and upgrade Cisco UC Integration for IBM Sametime depends on how your system administrator configures the deployment. Most organizations choose to automatically install and upgrade, or “auto-push,” the Integration. In other words, when a new version of the software is available, users would automatically see an announcement of a new version and an option to install it as soon as they start IBM Sametime or IBM Lotus Notes with Sametime.

This section also includes instructions to install Cisco UC Integration for IBM Sametime manually, if your organization chooses that method or if an issue occurs with the automatic installation.

- [Automatically Install Cisco UC Integration for IBM Sametime, page 3](#)
- [Manually Install Cisco Unified Communications Integration for IBM Sametime, page 4](#)
- [Manually Install Cisco UC Integration for IBM Sametime with Lotus Notes, page 7](#)

## Automatically Install Cisco UC Integration for IBM Sametime

If your system administrator configured your system for auto-push installation, Sametime will alert you when a new version of the Integration is available. Follow this procedure to complete the automatic installation.

### Procedure

---

- Step 1** Log in to IBM Sametime Connect on the host server, for example **my-st-svr.cisco.com**.
  - Step 2** When the installation window appears, click **Install this plug-in** (the *Do not install this plug-in* option is selected by default) and click **OK**.
  - Step 3** When Sametime displays a prompt to restart, click **Restart Now** to activate the plug-ins.
-

# Manually Install Cisco Unified Communications Integration for IBM Sametime

The integration installation contains the following steps:

- 1 Uninstall the previous version of the integration (if necessary).
- 2 Modify the plugin\_customization.ini file.
- 3 Install the new integration.
- 4 Set preferences.

## Before You Begin



### Note

If your system administrator configured the auto-push option for your organization, Sametime will prompt you that a new version of Cisco UC Integration for IBM Sametime is available. For information on how to complete the automatic installation, see the section “Automatically Install Cisco Unified Communications Integration for IBM Sametime.”

- The integration requires that you first install IBM Sametime Connect on your computer. Refer to IBM documentation for installation instructions.
- Check the system requirements for the plug-in that are detailed in *Release Notes for Cisco UC Integration for IBM Sametime*.
- Obtain the URL for the update site hosting the plug-in from your system administrator.

## Uninstall Previous Integration from IBM Sametime

If you previously installed the Cisco UC Integration for IBM Sametime, you must first uninstall the previous version before installing the new integration.



### Note

If you have not previously installed the integration on this computer, skip to **Step 2**.

To uninstall the integration, follow these steps:

## Procedure

- 
- Step 1** Log in to IBM Sametime Connect on the host server, for example **ucbu-pgw-11.cisco.com**.
- Step 2** Select **Tools > Plug-ins > Manage Plug-ins**.
- Step 3** In the left section of the Application Management window, click the arrow beside the application that ends with **\Sametime\applications\eclipse** to expand it.
- Step 4** Press the **Shift** key and click the **Cisco Phone Control and Presence with Lotus Sametime** plug-in and the **Cisco Unified Messaging with Lotus Sametime** plug-in to select both items. Then, right-click and select **Uninstall** from the menu.
- Step 5** When the Uninstall window appears to confirm your choice, click **OK**.
- Step 6** When Sametime again displays the prompt to restart, click **Restart Now** to restart Sametime and complete the uninstall process.
- Step 7** After Sametime restarts, restart Sametime one more time.
- Note** To ensure a successful installation of Cisco UC Integration for IBM Sametime, an extra restart is required before reinstallation.
- Step 8** (Optional) Confirm that the uninstallation process was successful. Depending on your operating system, ensure that only one folder, `com.ibm.rcp.site.anchor.user.feature_6.1.1`, exists in the following directory (or directories):
- Windows XP:
    - `C:\Documents and Settings\<userid>\Application Data\Lotus\Sametime\applications\eclipse\`
  - Windows 7:
    - `C:\Users\<userid>\AppData\Roaming\Lotus\Sametime\applications\eclipse\features`
    - `C:\Users\<userid>\AppData\Roaming\Lotus\Sametime\applications\eclipse\plugins`
- 

## Modify Customization File

This step is optional, as some users might not have administrator privileges to allow them to modify the `plugin_customization.ini` file. If you do not modify this file, a security warning appears during installation and you must manually accept an unsigned certificate.

To modify the `plugin_customization.ini` file, follow these steps:

## Procedure

- 
- Step 1** In Windows Explorer, navigate to the `C:\Program Files\IBM\Lotus\Sametime Connect\rcp` directory.
- Step 2** Open the `plugin_customization.ini` file in Notepad.
- Step 3** Add the following entries to the end of the file:

- com.ibm.rcp.security.update/EXPIRED\_SIGNATURE\_POLICY=ALLOW
- com.ibm.rcp.security.update/UNSIGNED\_PLUGIN\_POLICY=ALLOW
- com.ibm.rcp.security.update/UNTRUSTED\_SIGNATURE\_POLICY=ALLOW

**Step 4** Select **File > Save** and then close the file.

---

## Install New Integration

### Procedure

---

- Step 1** Obtain the update site URL from your system administrator.
- Step 2** Log in to IBM Sametime Connect on the host server, for example, my-st-server.cisco.com.
- Step 3** Select **Tools > Plug-ins > Install Plug-ins**.
- Step 4** In the Featured Updates window, select **Search for new features to install** and click **Next**.
- Step 5** In the Application Locations window, click **Add Remote Location** and navigate to the location where you unzipped the downloaded files. Then, click **OK**.
- Step 6** In the Application Locations window, check the check box beside the application and click **Finish**.
- Step 7** In the Search Results window, check the check box beside the plug-in release and click **Next**.
- Step 8** In the Feature License window, select **I accept the terms in the license agreements** and click **Next**.
- Step 9** In the Installation window, select the Cisco Phone Control and Presence plug-in and click **Finish**.
- Step 10** If a confirmation window appears, click **Install this plug-in** (the *Do not install this plug-in* option is selected by default) and click **OK**.
- Note** Appearance of the confirmation window depends on how your system administrator configured Cisco UC Integration for IBM Sametime.
- Step 11** When Sametime displays a prompt to restart, click **Restart Now** to activate the plug-ins.
- 

## Set Account Preferences

The credential you use to log in to Cisco UC Integration for IBM Sametime depend on how your system administrator configured your system.

- If your system administrator synchronized your accounts with Sametime, then your Sametime login automatically logs you in to your phone, phone status, and voicemail accounts. You do not need to use the following procedure.
- If your system administrator configured the servers to use your UC credentials, then you enter a single set of credentials in the Accounts Preferences window. Cisco UC Integration for IBM Sametime automatically logs you in to your phone, phone status, and voicemail accounts.

- If your system administrator did not synchronize your accounts, you must log in to each of your servers separately.

Follow this procedure to set your account preferences in Sametime:

### Procedure

---

- Step 1** Log in to IBM Sametime Connect.
- Step 2** Select **File > Preferences**.
- Step 3** In the Preferences window, click the arrow beside Cisco to expand it. Then, select **Accounts**.
- Step 4** If your system administrator synchronized your accounts across the servers, click **Cisco > Accounts** to enter your username and password. Cisco UC Integration for IBM Sametime automatically logs you in to your phone, phone status, and voicemail accounts.  
If your system administrator has not synchronized your accounts, click **Cisco > Accounts > Phone** to enter your username and password for your phone account. Then, click **Cisco > Accounts > Phone Status** and **Cisco > Accounts > Voicemail** to enter credentials for those services.
- Step 5** (Optional) Click the **Use default servers** drop-down menu and select **Use the following servers**. Then, enter the server names or IP addresses for the following servers:
- CCMCIP server
  - TFTP server
  - CTI server
- To specify servers for the phone status and voicemail services, click **Phone Status** or **Voicemail** in the navigation section and enter the server information on those pages.
- Step 6** Click **OK** or **Apply** to save your changes.
- 

## Manually Install Cisco UC Integration for IBM Sametime with Lotus Notes

The integration installation contains the following steps:

- 1 Uninstall the previous version of the integration (if necessary).
- 2 Modify the plugin\_customization.ini file.
- 3 Install the new integration.
- 4 Set preferences.

### Before You Begin

- The integration requires that you first install the embedded version of IBM Sametime with Lotus Notes. See IBM for installation instructions.

- Check the system requirements for the integration that are detailed in the *Release Notes for Cisco UC Integration for IBM Sametime*.
- Obtain the URL for the update site hosting the integration from your system administrator.

## Uninstall Previous Integration from Lotus Notes

If you previously installed the Cisco UC Integration with IBM Sametime plug-ins, you must first uninstall the previous version before installing the new integration.

If you have not previously installed these plug-ins on this computer, skip to Step 2.

To uninstall the integration, follow these steps:

### Procedure

- 
- Step 1** Log in to Lotus Notes and select **File > Application > Application Management**.
- Step 2** In the left section of the Application Management window, click the arrow beside the application that ends with `\Workspace\applications\eclipse` to expand it.
- Step 3** Press the **Shift** key and click the **Cisco Phone Control and Presence with Lotus Sametime** plug-in and the **Cisco Unified Messaging with Lotus Sametime** plug-in to select both items. Then, right-click and select **Uninstall** from the menu.
- Step 4** When the Uninstall window appears, click **OK** to confirm your choice.
- Step 5** When Lotus Notes displays a prompt to restart, click the **Restart Now** to restart Lotus Notes and complete the uninstall process.
- Step 6** After Lotus Notes restarts, restart one more time.
- Note** To ensure a successful installation of Cisco UC Integration for IBM Sametime, an extra restart is required before reinstallation.
- 

## Modify Customization File

This step is optional, as some users might not have administrator privileges to allow them to modify the `plugin_customization.ini` file. If you do not modify this file, a security warning appears during installation and you must manually accept an unsigned certificate.

To modify the `plugin_customization.ini` file, follow these steps:

### Procedure

- 
- Step 1** In Windows Explorer, navigate to the `C:\Program Files\IBM\Lotus\Notes\framework\rcp\` directory.
- Step 2** Open the `plugin_customization.ini` file in Notepad.
- Step 3** Add the following entries to the end of the file:
- `com.ibm.notes.branding/enable.update.ui=true`

- com.ibm.rcp.security.update/EXPIRED\_SIGNATURE\_POLICY=ALLOW
- com.ibm.rcp.security.update/UNSIGNED\_PLUGIN\_POLICY=ALLOW
- com.ibm.rcp.security.update/UNTRUSTED\_SIGNATURE\_POLICY=ALLOW

**Step 4** Select **File > Save** and then close the file.

---

## Install New Integration

### Procedure

---

- Step 1** Obtain the update site URL from your system administrator.
- Step 2** Log in to Lotus Notes and select **File > Application > Install**.
- Step 3** In the Featured Updates window, select **Search for new features to install** and click **Next**.
- Step 4** In the Application Locations window, click **Add Remote Location** and navigate to the location where you unzipped the downloaded installation files. Then, click **OK**.
- Step 5** In the Application Locations window, check the check box beside the application and click **Finish**.
- Step 6** In the Update window, check the check boxes beside the plug-in releases and click **Next**.  
If you want to install only one of the plug-ins, leave the other plug-in release unchecked.
- Step 7** In the Feature License window, select **I accept the terms in the license agreements** and click **Next**.
- Step 8** In the Installation window, click **Finish**.
- Step 9** When Lotus Notes displays a prompt to restart, click **Restart Lotus Notes** to activate the integration.
- 

## Set Account Preferences

Follow this procedure to set your account preferences in IBM Lotus Notes with Sametime:

### Procedure

---

- Step 1** Open Lotus Notes with Sametime, but do not log in.
- Step 2** If your system administrator synchronized your accounts, your Sametime login automatically logs you in to your phone, phone status, and voicemail accounts.  
If your system administrator has not synchronized your accounts, click **Accounts > Phone** to enter your username and password for your phone account. Then, click **Accounts > Phone Status** and **Accounts > Voicemail** to enter credentials for those services.
- Step 3** (Optional) To enter server information, from the **Use default servers** drop-down menu, choose **Use the following servers**. Then, enter server names or IP addresses for the following servers:
- CCMCIP server

- TFTP server
- CTI server

To specify servers for the phone status and voicemail services, click **Phone Status** or **Voicemail** in the navigation section and enter the server information on those pages.

**Step 4** Click **OK** to save your changes.

---





## CHAPTER 3

# Integration Configuration

---

- [Adjust Settings in the Preferences Menu, page 11](#)
- [Set Phone Mode, page 13](#)

## Adjust Settings in the Preferences Menu

### Configure Account Preferences

Your system administrator typically creates accounts for your organization, so that users do not have to configure their own account settings. To change the default settings, select **File > Preferences > Cisco > Accounts** to make changes to the following accounts:

- Phone services
- Cisco Unified Presence server
- Voicemail



#### Note

The *Cisco Unified Presence server* allows Sametime to display the phone status of contacts in your contact list, or in your voicemail or call history. If a contact is on the phone, Sametime displays an off-hook icon; the on-hook icon appears next to contacts that are available by phone.

Click **OK** to save your changes.

### Configure Audio Preferences



#### Note

Select **File > Preferences > Cisco > Audio** to configure audio device settings. To choose a device from one of the following categories, click the current selection and choose from the drop-down menu.

- **Output:** Select the device for audio output for calls and voicemail.
- **Input:** Select the device for audio input for calls.
- **Ringer:** Select the device for audio output for incoming call alerts.

To add an audio device, simply plug it in to your computer. When your computer detects and identifies the device, Cisco UC Integration for IBM Sametime displays a pop-up window that offers the following choices:

- Use always
- Use now
- Ignore

Click **Apply** or **OK** to save your changes.

Cisco UC Integration for IBM Sametime uses the ordered list at start up. Your top choice becomes the default device for that category. Whenever you need a device to play the audio from a voice message, for example, Cisco UC Integration for IBM Sametime first checks the default device and then moves down the list if that device is not available. When you restart Sametime, Cisco UC Integration for IBM Sametime ignores the last used device looks for the first choice in the list again.

- Select a device from the list and then click the **Up** arrow or **Down** arrow to move it up or down in the order of preference.
- Click the **Delete** button to remove the selected device from the list.
- Click **Apply** or **OK** to save your changes.

## Configure Calls Preferences

Select **File > Preferences > Cisco > Calls** to configure your preferences for video calls. You can choose from the following:

- **Always start calls with video:** Choose this setting to engage your video camera whenever you get an incoming call and when you make a call. Your camera's video will immediately be made available to your caller and your caller's video will immediately appear in your call window, if the caller has enabled video.
- **Never start calls with video:** With this setting, you must manually enable video for a video conversation.

## Configure Video Settings

Select **File > Preferences > Cisco > Video** to configure your video camera.

The main video screen displays the self-preview, which is the video that a caller sees when the call begins. If you have more than one video camera, click the **Camera** drop-down menu to select the preferred camera. Under **Advanced Video Options**, arrange your video camera options in your order of preference.

Cisco UC Integration for IBM Sametime uses the ordered list at start up. Your top choice becomes the default device for that category. Whenever you need a device to play the audio from a voice message, for example, Cisco UC Integration for IBM Sametime first checks the default device and then moves down the list if that device is not available. When you restart Sametime, Cisco UC Integration for IBM Sametime ignores the last used device looks for the first choice in the list again.

## Reset System Messages

If you check the **Do not show me again** check box for any of the system messages in Cisco UC Integration for IBM Sametime, you can reset them to display again.

To reset the messages, select **File > Preferences > Cisco > General**. In the **System Messages** section, click **Reset**.

## Set Phone Mode

The Phone Mode allows you to choose how you make, answer, and manage your calls in Sametime Connect. Sametime Connect uses the phone that you specify to control the call. If your system administrator configures both your desk phone and computer control modes, you can easily switch between two phone modes:

- Use my computer for calls
- Use my phone for calls

You can choose to send audio and, if your phone is capable, video to your desk phone for calls. If you have multiple desk phones, you can specify the phone to use from the **Use my phone for calls** sub-menu. If your desk phone has several phone lines, Cisco UC Integration for IBM Sametime opens another sub-menu so that you can choose the line. A check mark indicates which desk phone is active.






### Note

If you switch from **Use my computer for calls** to the **Use my phone for calls** mode, individual lines for your desk phone do not appear immediately in the sub-menu. You might have to wait a moment before Cisco UC Integration for IBM Sametime recognizes your lines, so that you can choose the line you want.

The following table describes the phone mode icons that appear on the IBM Sametime main window.

**Table 1: Phone Mode Icons**

Button	Description
	<b>Use my phone for calls</b> —Indicates that you are using your desk phone for phone functions.
	<b>Use my phone for calls</b> —Indicates that you are using the Cisco UC Integration for IBM Sametime interface for phone functions.
	<b>Call forward</b> —Icon/button that indicates that Cisco UC Integration for IBM Sametime is currently forwarding your calls to another number. Click the button to stop call forwarding.

### Before You Begin

Before you begin, check with your system administrator whether your system supports desk phone control.

## Procedure

- 
- Step 1** Sign in to Sametime Connect.
- Step 2** To change the phone mode, click the **Choose Phone Mode** button to expand the menu and then select the other mode.
- Step 3** (Optional) If you have configured multiple desk phones, hover over **Use my phone for calls** to display the desk phone sub-menu and then select the desired phone. If you have multiple phone lines, choose a line from the sub-menu.
- 

## Forward Calls

Cisco UC Integration for IBM Sametime allows you to forward all calls that you receive to one of the following destinations:

- Voicemail
- One of the phone numbers that is in your profile, such as your office phone number or a mobile phone
- A new number that you specify. Cisco UC Integration for Sametime saves the most recent three numbers you used and lists those in the menu

After you activate the Call Forward feature, the Call Forward icon replaces the phone mode icon to indicate that Cisco UC Integration for IBM Sametime is now forwarding your calls. If you hover your cursor over the Call Forward icon, a tool tip displays the new destination for your incoming calls.

To forward your calls:

## Procedure

	Command or Action	Purpose
<b>Step 1</b>	Click the phone mode drop-down menu.	
<b>Step 2</b>	Select <b>Forward calls to</b> to open the submenu.	
<b>Step 3</b>	Select the destination for your incoming calls.	To cancel the Call Forward feature, click the <b>Call Forward</b> button or click the Phone Control drop-down menu and choose <b>None</b> for the destination. Cisco UC Integration for IBM Sametime returns to the phone control mode you previously chose and changes the icon to show that mode.



## CHAPTER 4





# Integration Use





- [Cisco UC Integration for IBM Sametime Buttons and Icons, page 15](#)
- [Call Management, page 16](#)
- [Manage Conversation History, page 23](#)
- [Manage Voicemail, page 24](#)
- [Cisco UC Integration for IBM Sametime Navigation and General Controls, page 26](#)
- [Troubleshoot Problems, page 29](#)

## Cisco UC Integration for IBM Sametime Buttons and Icons

The following table describes the Cisco UC Integration for IBM Sametime buttons and icons in the IBM Sametime main window:

**Table 2: Main Window Buttons and Icons**

Button	Description
	<b>Use my phone for calls</b> —Icon that indicates that you are using your desk phone for phone functions.
	<b>Use my computer for calls</b> —Icon that indicates that you are using this Sametime interface for phone functions.
	<b>Call forwarding</b> —Icon/button that indicates that Sametime is currently forwarding your calls to another number. Click the button to stop call forwarding.
	<b>Server Health error</b> —Icon that appears over the phone mode or call forwarding icons to indicate a server error; the connection to at least one of the servers is down.  <b>Note</b> The error does not necessarily relate to a particular server, regardless of the icon over which it appears. Click Server Health for details.

Button	Description
	<b>Call</b> —Button that initiates a call if you select a single contact.
	<b>Conference Call</b> —Button that initiates a conference call if you select multiple contacts.
	<b>On hook</b> —Icon that indicates the contact is not currently on a Sametime call.
	<b>Off hook</b> —Icon that indicates the contact is currently on a Sametime call.

## Call Management

This section describes the ways that you engage in calls in Cisco UC Integration for IBM Sametime and describes how to operate the call-related features. Cisco UC Integration for IBM Sametime allows you to engage in a call with a single person or multiple people, with or without video. You can also use the Sametime chat feature during an audio or video conversation with a Sametime contact.

For a call with one other person, Cisco UC Integration for IBM Sametime opens a conversation window that includes a chat window at the top and a video image at the bottom. If you do not have video available or choose not to use it, Cisco UC Integration for IBM Sametime displays an avatar or the picture of your call participant, if that person is a Sametime contact.




The following table describes the buttons that you use for the call in a conversation window.


















### Note

For information about using the chat window functions, see IBM documentation.

**Table 3: Conversation Window Buttons**

Button	Description
	<b>Screen size</b> —If you have video enabled in your conversation, this button expands the view to full screen. In full-screen mode, the button changes to Normal; click the <b>Normal</b> button or press <b>ESC</b> to return the view to its previous size.
	
	<b>Self view</b> —In a video call, this button turns on and off a small self-view window on the screen, so that you can see the image that you are sending to your call participant.

Button	Description
	<b>Mute</b> —This button mutes your microphone. If your microphone is muted, this button activates it again.
	<b>Keypad</b> —This button displays an on-screen keypad, with which you can enter tones into, for example, an automated voicemail system.
	<b>More</b> —This button opens a secondary menu, that contains the Hold, Transfer, Merge, and Add buttons.
	<b>End call</b> —This button ends the call and closes the conversation window.
	<b>Hold</b> —This button places the call on hold. <b>Note</b> This button is only visible from the secondary (More) menu.
	<b>Transfer</b> —This button places the current call on hold and opens a search field, so that you can enter a destination for the call transfer. <b>Note</b> This button is only visible from the secondary (More) menu.
	<b>Merge</b> —This button merges all active calls into a conference. <b>Note</b> This button is only visible from the secondary (More) menu.
	<b>Add</b> —When you add a new participant to your existing call, Cisco UC Integration for IBM Sametime immediately moves the conversation to a conference window and lists your two participants in the participant section. <b>Note</b> After you add participants and start a conference, the window does not change back to a conversation window, even if you remove participants. <b>Note</b> This button is only visible from the secondary (More) menu.

Button	Description
    	<p><b>Start Video</b>—This is a button and an icon that allows you to enable or disable video, and also indicates whether you are currently sending video.</p> <ul style="list-style-type: none"> <li>• <b>Green without a slash:</b> When you are not sending and hover over the button. Click to send video.</li> <li>• <b>Red with a slash:</b> When you are sending and hover over the button. Click to stop sending video.</li> <li>• <b>Green with a slash:</b> When you are not sending video. Click to start.</li> <li>• <b>Gray without a slash:</b> When you are sending video. Click to stop.</li> <li>• <b>Gray with a slash:</b> Camera is disabled.</li> </ul>
 	<p><b>Separate video window</b>—If you have video enabled in a conversation with a Sametime contact, click the <b>View Video in Standalone Window</b> button creates separates windows for your video and chat.</p> <p>After you separate the video image and chat, click the <b>View Video in Chat Window</b> button to bring the video and chat back into a single window again.</p> <p><b>Note</b> You can only join a call to an open chat window.</p>

## Place Calls with Sametime Connect

### Place Call from Contact List or Chat Window

There are several ways to call a contact in your list.

- Right-click a contact, and select **Phone Call** and choose a number from the drop-down list.
- Click a contact to select it and then click the **phone** button in the Sametime button bar. If you click the button, Sametime dials the preferred number for that contact. If you click the drop-down list beside the button, you can select an alternate number and Sametime dials that number.

### Return a Call from the Conversation History Section

From any item in the Cisco Voicemail or Call History tabs, right-click a message, and select **Phone Call > [Phone number]**.

### Place a Call to Any Number

Enter the number in the search field of the Sametime Connect window and select **Use: [Phone number]**.



## Receive Calls with Sametime Connect

When you receive a call, Sametime displays a call alert window that identifies the caller and provides options for how to handle the call.

### Answer a Call

Click **Answer** at the bottom of the call alert window.

If you selected the **Always start calls with video** checkbox in the Video Preferences page, Sametime opens a conversation window and displays your video image to the caller. If you selected **Never start calls with video**, Sametime answers the call with audio only.

### Send a Call Directly to Voicemail

Click **Decline** at the bottom of the call alert window.

Sametime sends the incoming call to your voicemail and closes the call alert window.

### Start a Sametime Connect Chat With the Caller

If the caller is a Sametime user and is available to chat, then the call alert window displays a Chat Reply button.

Click the **Chat Reply** button to open a new chat window with this person. The Chat Reply button behaves the same as the Decline button, in addition to opening the chat.

## Manage an Active Call

When you begin a call in Sametime, the call control toolbar provides the following options, which are described in this section. The sections “Manage a Video Call” and “Configure Video Settings” contain information on video-related functions:

- Mute Your Microphone
- Enter Tones for an Interactive Voice Response System
- Merge Calls into a Conference Call
- Place the Call on Hold
- Transfer the Call
- Add a Participant to the Call



#### Note

The Mute and Volume buttons are disabled in Desk Phone Control mode. Use the Mute and Volume control functions on your desk phone to control these features.

## Mute Your Microphone

Click the **Mute** button to mute your microphone in the active call. Click the button again to unmute the microphone.



### Note

The Mute feature works only when you control the phone with your computer. When you choose **Use my phone for calls** from the Phone Control menu, you must use your desk phone to mute your microphone.

The Mute feature is call-specific; when you click **Mute** in a call, Cisco UC Integration for IBM Sametime only mutes your output for that call and not other calls that might be active.

## Add a Participant to a Call

When you add a participant, you create a conference. Cisco UC Integration for IBM Sametime opens a conference window and your call continues in that window.

For information on conference calls, see “Place Conference Calls with Cisco UC Integration for IBM Sametime.”

## Enter Tones for an Interactive Voice Response System

You can enter dual-tone multifrequency (DTMF) digits when, for example, you encounter a request for a PIN to access your voice messages.

To create the DTMF tones, click the **Keypad** button and click the appropriate buttons. To close the keypad, click the **Keypad** button again.

## Merge Calls into a Conference Call

If you have two or more individual active call windows, you can combine them into a single conference. From one of the call windows, click the **More** button to open the secondary menu. Then select **Merge**.

## Place Call on Hold

Click the **More** button and then click the **Hold Call** button to place the call on hold. Click again to resume the call.

## Transfer the Call

Sametime allows you to transfer your active call to voicemail, a contact in your list, or another number. When you transfer a call to a contact or a new number, you can ensure that the destination number can receive the call before you complete the call transfer process. To transfer a call, follow these steps:

### Procedure

	Command or Action	Purpose
<b>Step 1</b>	Click the <b>More</b> button to open the secondary menu.	

	Command or Action	Purpose
<b>Step 2</b>	Click the <b>Transfer</b> button.	Cisco UC Integration for IBM Sametime displays a search field.
<b>Step 3</b>	Type a contact name or phone number.	If you type a name, Cisco UC Integration for IBM Sametime displays a list of matching names. You can also enter a phone number as the destination.
<b>Step 4</b>	Choose a name from the list or press <b>Enter</b> to start the outgoing call.	
<b>Step 5</b>	After the call connects, click <b>Transfer</b> to transfer the call.	

### Start Video in the Call

To enable video in any call, click the **Start Video** button. Cisco UC Integration for IBM Sametime immediately makes your self-view image visible to the other party and display the other party's image, if that person enabled video.

To stop transferring video, click the **Stop Video** button.

### End the Call

Click the **End Call** button to end the call and close the conversation window. Alternatively, if you close the conversation window, the call also ends (Cisco UC Integration for IBM Sametime warns you before it disconnects the call, however).

## Create Conference Calls

When you have a conversation with more than one other participant, Cisco UC Integration for IBM Sametime considers this a conference call. While a call between yourself and one other caller takes place in a conversation window, a call between yourself and more than one other participant takes place in a conference window.

The conference window has a similar main window, but does not have a chat window at the top. Additionally, on the right side is a section that lists conference participants. Also in the participant section are contacts that you intend to call and join to the conference, but have not yet done so. These are called *potential participants*.

You can start a conference calls with Cisco UC Integration for IBM Sametime in the following ways:

- **Add a participant to a conversation window.** When you use the Add Participant button in the conversation window, Cisco UC Integration for IBM Sametime immediately moves the conversation to a conference window and lists your two participants in the participant section.
- **Choose several contacts in the contact list.** When you select more than one contact at a time in the contact list, the Phone button in the Cisco UC Integration for IBM Sametime main window changes from a Phone button to a Conference button. If you click the conference button, the selected contacts are added to a new conference window as potential participants.

- **Use the Start Conference menu option.** Select Tools > Start Conference to open a blank conference window. Then click and drag participants from the contact list into the participant section, where they become potential participants.

**Note**

This is the best way to start a conference that only contains participants who are not on your contact list.

## Bring Potential Participants in to the Conference

The participant section lists each potential participant in regular (non-bold) text with a phone status. A participant must show with an on-hook icon (in other words, the person is not already currently engaged in a Cisco UC Integration for IBM Sametime call) before you can join the person to your conference.

To bring your potential participants in to the conference:

### Procedure

	Command or Action	Purpose
<b>Step 1</b>	Click the <b>Phone</b> button beside the first potential participant to place a call to the person.	While the call to the potential participant is active, any person who was already in the conference is put on hold.
<b>Step 2</b>	When you are ready to bring the potential participant into the conference, click <b>Join Conference</b> .	Cisco UC Integration for IBM Sametime takes conference participants off hold and they can now talk to this new participant. When a participant joins the conference, that name changes from regular text to <b>bold text</b> in the participant section.
<b>Step 3</b>	Repeat Steps 1 and 2 for all the other desired participants.	

## Remove a Participant

After you begin a conference call, you can remove any participant from the call.

In the participant section, right-click the participant you want to remove and then select **Remove Participant**. Cisco UC Integration for IBM Sametime asks you to confirm your intention before it removes any person in the conference call.

You can add at a later time any participant that you previously removed from a conference.

## Remove a Potential Participant






To remove a potential participant from the participant section, right-click the participant you want to remove and then select **Remove Participant**. No warning appears if you remove a potential participant and the removal has no effect on the active conference.

# Manage Conversation History

The Conversation History panel contains your call history and voice messages. You can access the Call History and Voicemail tabs when you click Conversation History in the main Sametime Window.

The following table describes the Cisco UC Integration for IBM Sametime buttons and icons that appear in a conversation or conference window:

**Table 4: Conversation History Icons**

Button	Description
	<b>Incoming call</b> —Indicates a call that you received.
	<b>Outgoing call</b> —Indicates a call that you placed.
	<b>Missed call</b> —Indicates an incoming call that you missed.
	<b>On hook</b> —Icon that indicates this contact is not currently on a Sametime call.
	<b>Off hook</b> —Icon that indicates this contact is currently on a Sametime call.

## Filter Call History Information

### Procedure

- 
- Step 1** In the main window, click the **Conversation History** tab.
- Step 2** Click the **Call History** tab.
- Step 3** (Optional) Filter your call history results in the following ways:
- **By Receipt Date.** By default, Sametime displays all calls, regardless of when you received them. Click the **View** drop-down menu to select to view only the calls received:
    - Today
    - Yesterday
    - The last seven days
    - The last 30 days
  - **By Type.** By default, Sametime displays all call types. Click the **Type** drop-down menu to select to view only:

- Missed calls
- Placed calls
- Received calls

## Delete Calls from Call History

To delete a call from the call history, select an entry and press **Delete** on the keyboard. Alternatively, you can right-click an entry and select **Delete** from the submenu.

- To select multiple calls for deletion, press **Ctrl** and click the desired calls.
- To select all calls, press **Ctrl-A**.





## Manage Voicemail

In the Conversation History pane, click the **Voicemail** tab to manage your voice messages.

In the voice message list, you can play and delete voice messages, observe the phone status of contacts who left messages, and filter the messages in the list.

The following table describes the Cisco UC Integration for IBM Sametime buttons and icons that appear in the Voicemail tab:

**Table 5: Voicemail Buttons and Icons**

Button	Description
	<b>Play</b> —Button that you use to play a voice message.
	<b>Pause</b> —Button that you use to pause a message that is currently playing.
	<b>On hook</b> —Icon that indicates the contact who left this voice message is not currently on a Sametime call.
	<b>Off hook</b> —Icon that indicates the contact who left this voice message is currently on a Sametime call.

The message list shows new messages in bold text; after you play a message, it appears in regular text. When a message downloads from the server, the message appears in italic text until the download completes.

If a Sametime contact left the message, Cisco UC Integration for IBM Sametime displays the phone status of the contact to the left of the name. This indicator shows whether this person is available to receive a phone call through Sametime or if the person is on a call. IM presence and phone presence only appears beside Sametime Contacts.

If a non-Sametime contact left the message, the caller's name or phone number, or “Unknown” appear in the message listing.

## Filter Your Voice Messages

### Procedure

---

- Step 1** In the main window, click the **Conversation History** tab.
- Step 2** Click the **Voicemail** tab.
- Step 3** (Optional) Filter your voice messages in the following ways:
- **By Receipt Date.** By default, Sametime displays all voice messages. Click the **View** drop-down menu to select to view only the calls received:
    - Today
    - Yesterday
    - The last seven days
    - The last 30 days
  - **By Type.** By default, Cisco UC Integration for IBM Sametime displays all voice messages. Click the **Type** drop-down menu to select to view only:
    - Unread (unheard) messages
    - Deleted Messages
- 

## Delete Voice Messages

Sametime moves deleted voice messages to the Deleted Messages list. To restore any messages that have been marked for deletion, right-click them in the Deleted view and choose **Undelete Voicemail**.

Use one of the following methods to delete voice messages:

- Select one or more messages in the Cisco Voicemail panel, and press **Delete** on your keyboard.
- Right-click the message, and select **Delete Voicemails**.

### Permanently Delete Voice Messages

Deleted messages are not removed until you permanently delete or *purge* them.

To purge all your deleted messages, right-click any message, and select **Purge All Deleted Voicemails**.

**Note**

You cannot purge individual voice messages; you must purge all voice messages at once. To access the Purge feature, you must be in the Deleted view.

# Cisco UC Integration for IBM Sametime Navigation and General Controls

This document lists keyboard accessibility procedures that are unique to Cisco UC Integration for IBM Sametime. The available keyboard shortcuts depend on which Integration features you installed.

**Table 6: Standard Keyboard Shortcuts (main Cisco UC Integration for IBM Sametime window must be active)**

Action	Keyboard Access
Navigate to and select a contact	CONTROL-TAB (cycle through the tabs and press ENTER to select)
Navigate to select hub main icon (Phone control & Call forward) )	TAB (cycle between Phone Control and Call Forwarding buttons and press ENTER to select)
Place call to a contact	Select a contact (CONTROL-TAB) and CONTROL-SHIFT-C to place the call
Navigate to select Help menu - Cisco help, About	CONTROL-SHIFT-H
Navigate to select Calls tab	LEFT ARROW
Navigate to select Voicemail tab	RIGHT ARROW

**Table 7: Voicemail and Call History Keyboard Shortcuts (main Cisco UC Integration with IBM Sametime window must be active)**

Action	Keyboard Access
Use age (View) and message type (Type) filter menus	CONTROL-TAB to toggle between the two menus; DOWN and UP arrows to cycle through the messages
Play/pause a message	CONTROL-SHIFT-P
Delete a message	DELETE
Empty voicemail trash (permanently delete all messages)	CONTROL-SHIFT-DELETE  <b>Note</b> This command only functions when you display deleted messages. You must enter the command twice and then confirm your intention.



**Table 8: Tools Menu in the main Sametime window**

Action	Keyboard Access
Start conference	CONTROL-SHIFT-C

**Table 9: Incoming Call Keyboard Shortcuts (main Cisco UC Integration with IBM Sametime window must be active)**

Action	Keyboard Access
Chat	CONTROL-R (Opens a chat window)
Answer	CONTROL-L
Decline	CONTROL-D
Close window (equivalent to Decline)	ALT-F4

**Table 10: Active Conversation Keyboard Shortcuts (main Cisco UC Integration with IBM Sametime window must be active)**

Action	Keyboard Access
Start video	CONTROL-SHIFT-V
Enter full-screen mode	CONTROL-SHIFT-F
Exit full-screen mode	ESC
Toggle show/hide self-view video	CONTROL-SHIFT-B
Toggle mute/unmute microphone	CONTROL-DOWN ARROW
Display keypad	CONTROL-SHIFT-K
Open the More (secondary) menu	CONTROL-SHIFT-+ (Plus)
Increase volume	CONTROL-SHIFT-UP ARROW
Decrease volume	CONTROL-SHIFT-DOWN ARROW
Toggle hold/resume call	CONTROL-SHIFT-H
Merge calls	CONTROL-M
Transfer call	CONTROL-SHIFT-T

Park call	CONTROL-SHIFT-R
Add a participant	CONTROL-SHIFT-A
Toggle standalone/chat window to view video	CONTROL-ALT-P

**Note**

To use the TAB key for merge, transfer, or park, you must first open the More (secondary) menu.

**Table 11: Video Call Keyboard Shortcuts (main Cisco UC Integration with IBM Sametime window must be active)**

Action	Keyboard Access
Toggle start/stop video	CONTROL-SHIFT-V
Enter full-screen mode	CONTROL-SHIFT-F
Exit full-screen mode	ESC
Toggle show/hide self-view video	CONTROL-SHIFT-F

**Table 12: Global Keyboard Shortcuts (Cisco UC Integration for IBM Sametime window is not active)**

Action	Keyboard Access
Answer a call	CONTROL-L
Toggle mute/unmute microphone (Desk Phone mode only)	CONTROL-DOWN ARROW

**Table 13: Global Keyboard Shortcuts with the Cisco UC Integration for IBM Sametime Window in the Background**

Action	Keyboard Access
Answer a call	CONTROL-L
Toggle mute/unmute microphone (Desk Phone mode only)	CONTROL-DOWN ARROW

# Troubleshoot Problems



## Check Server Health

The Server Health feature provides information about the functional status of the four Cisco UC Integration for IBM servers:

- LDAP
- Phone
- Phone status
- Voicemail

The Server Health window shows server-related information, such as the domain, server name, username, and the connection status. The status of each server connection is illustrated by one of the following icons:

**Table 14: Server Health Icons**

Button	Description
	<b>Good</b> —Indicates that there are no problems with the server connection.
	<b>Error</b> —Indicates that the connection to the server is broken.

To check server health:

### Procedure

- 
- Step 1** To view the current Server Health status, click the Phone Control drop-down menu.
- Note** If the Good status indicator appears beside Server Health in the menu, then all Cisco UC Integration with IBM Sametime servers connections are functioning properly.
- Step 2** Choose **Server Health** to open the Server Health window.
- The window provides information about server connection status and details about server errors, if any exist.
- 

## Create Problem Report

If you encounter an issue with Cisco UC Integration for IBM Sametime, and contact the Cisco Technical Assistance Center (TAC), the support representative might request that you generate and send a problem report. This report contains log information that you collect and generate in the Preferences menu.

**Procedure**

	<b>Command or Action</b>	<b>Purpose</b>
<b>Step 1</b>	Select <b>File &gt; Preferences &gt; Cisco &gt; General</b> .	
<b>Step 2</b>	Check the <b>Enable detailed logging</b> check box to start collecting information from Cisco UC Integration for IBM Sametime.	
<b>Step 3</b>	Reproduce the issue.	
<b>Step 4</b>	Uncheck the <b>Enable detailed logging</b> check box to stop collecting information.	
<b>Step 5</b>	Click <b>Create Problem Report</b> to generate a problem report for Cisco TAC.	Cisco UC Integration for IBM Sametime automatically collects the log information, creates a zip file, and displays the file location for you in the Log Location field.
<b>Step 6</b>	Retrieve the zip file and send it to your Cisco TAC representative.	Cisco UC Integration for IBM Sametime automatically removes the log files after creating the problem report.