

IBM Software

IBM Sametime 9 reviewer's guide

August 2014

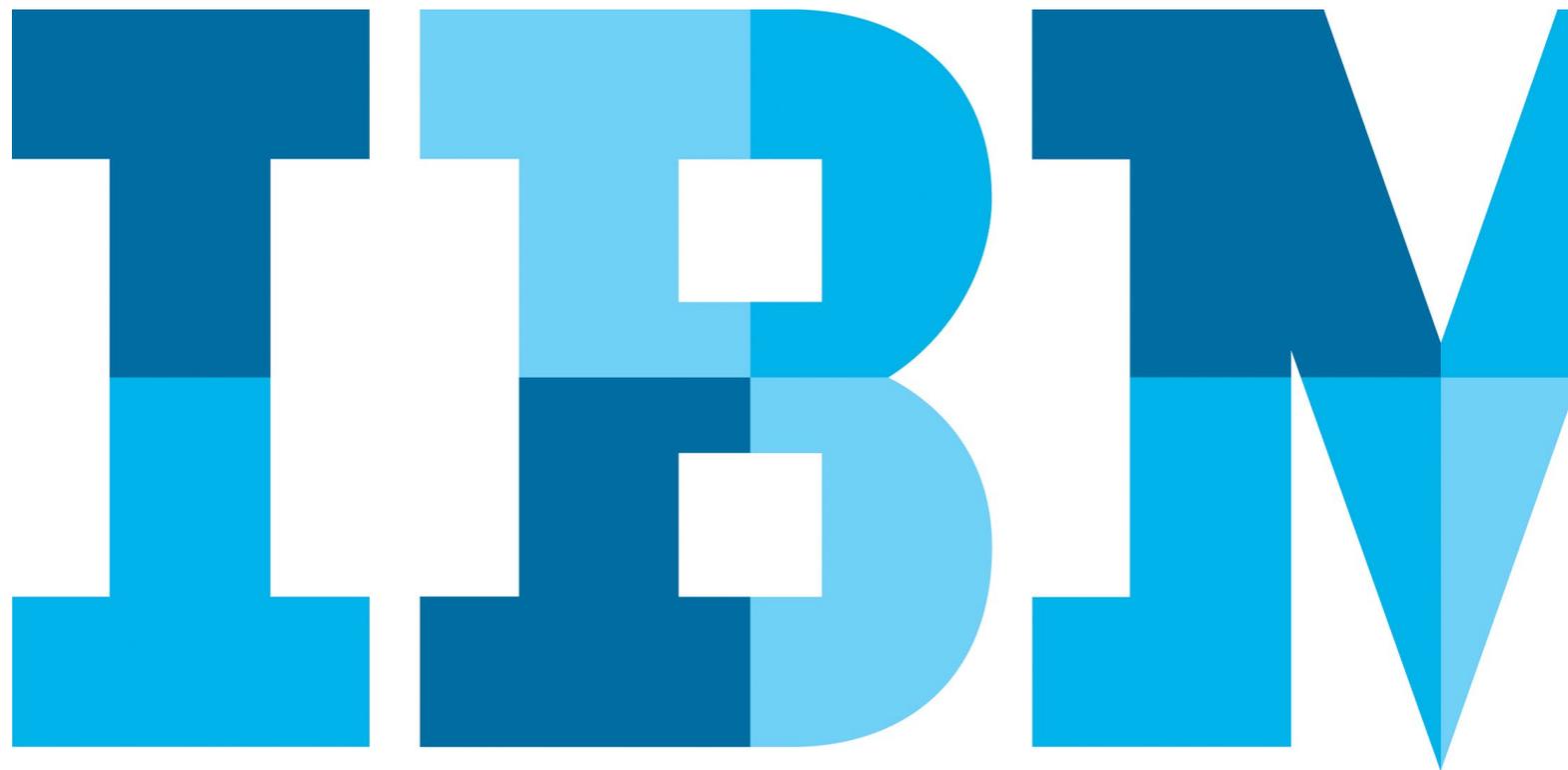


Table of contents

	3
	7
	10
	13
	18
	21
	31
	35
	41
	47
	53
	57
	65
	67
	72

Overview

Overview

Today, people can connect and engage in ways never before possible—thanks to the rise of social networks and enabling technologies like mobile, cloud, analytics and big data. Smart businesses have been quick to embrace social communications as a way to help employees, customers, and business partners collaborate, innovate, and make better informed decisions in order to achieve greater business results—be it increased productivity, agility, business insight, or customer satisfaction.

In business having a competitive advantage is everything. In today's rapidly evolving environment social businesses have that advantage. Thousands of companies worldwide have turned to IBM to help them transform their business into social businesses. The IBM Collaboration Solutions portfolio, which includes IBM Notes, Connections, Docs, Portal and Sametime brands, is a suite of integrated industry-leading enterprise-grade collaboration products specifically designed to help businesses accomplish that goal.

IBM offers these products under on-premises, cloud, and hybrid on-premises/cloud deployment models, complete with a full set of optional implementation services, to provide customers with maximum flexibility. For more information please visit the IBM Collaboration Solutions home page at ibm.com/software/lotus.

This Reviewer's Guide focuses on IBM Sametime, IBM's real-time collaboration platform and its associated offerings and, more specifically, on IBM Sametime Version 9.0.

IBM Sametime is a suite of real-time, enterprise ready communication products that provide comprehensive one-to-one and group collaboration capabilities including instant messaging (IM), voice, video, conferencing, and telephony. Think of IBM Sametime as the 'last mile' in an organization's social communication platform.

This is important because Social is not Social if you can't communicate. Innovation, responsiveness, agility and situational awareness—all these notions are critical to creating business value; but they can only come to fruition when people can consult with each other to make the decisions and coordinate the actions that will create that business value.

Without rich, real-time collaboration tools, brainstorming and sharing ideas visually with remote colleagues is more difficult, finding available experts is harder, there is more email or telephone tag back and forth and missing body language and other visual or audio cues may lead to misunderstandings.

Overview

In short, many of the benefits of becoming a social business cannot be realized without a rich, real-time communications experience. IBM Sametime provides that experience and consequently is the next best thing to having everybody in the same room.

Here are some examples of how IBM Sametime can deliver real business value:

- **Finding expertise:** Consider a front line support center employee that needs to be able to quickly engage an expert or decision maker. With IBM Sametime, that employee can easily see who is available to help with just a quick look into the corporate directory or email program. With just a few clicks, the appropriate person can then be engaged by IM, phone, or video call. The result is faster customer response time leading to greater customer satisfaction.
- **Gaining external customer insights:** Shrinking travel budgets mean it's not always possible for product management, marketing, and other staff to meet with clients in person to gather their feedback. At the same time, it's essential to the future of your business that customer feedback is gathered and incorporated into your product roadmap. IBM Sametime's advanced web, voice, video conferencing and telephony capabilities allow you to get face to face with external customers without having to leave your office.

- **Increasing knowledge sharing:** IBM Sametime makes it easy for employees to 'show' what they are thinking about. When a picture (or presentation) is worth a thousand words, simply capture the part of your screen that you want to share to the Sametime IM window, or upgrade your IM chat to a meeting room conference with just a few clicks. Moreover, with IBM Sametime's high-definition, continuous presence video capabilities, you're able to instantly gauge your audience's reaction and adjust or repeat material as necessary. Sharing knowledge quickly, effectively, and inexpensively was never easier.
- **Improving recruiting and employee on-boarding:** Today's talent pool is global. Don't let a candidate's location prevent you from hiring him (or her) if he is the best fit for the job. IBM Sametime makes it easy for an employee that is working remotely or from home to get and stay engaged with their colleagues and vice versa via low cost IP and VoIP communication channels. Not only will your business benefit by being able to hire the best employees, but also you'll reduce your office real estate and maintenance costs.

Overview

- **Managing mergers and acquisitions:** As with a remote employee, IBM Sametime makes it easy for employees at separate locations, such as a recently acquired company, to collaborate in real time. Even if the ultimate goal is to eventually move all employees to one physical location, IBM Sametime brings immediate benefits by allowing employees to easily engage and see each other and start to build trust. Moreover, IBM Sametime can integrate into legacy collaboration tools, business process, and third-party applications and therefore be used to help 'glue' together the acquiring and acquired companies communication systems.
- **Maximizing situational awareness in fast-changing environments:** IBM Sametime has a proven record in emergency management scenarios. Sametime rich presence, which includes geographic location along with partner applications like UnifiedEdge's RadioConnect for Sametime keep first responders out in the field and emergency management personnel on the same page under changing conditions and in real time.

IBM Sametime is able to deliver these business benefits and more thanks to a comprehensive set of industry leading, real-time collaboration capabilities designed to help people go social and engage each other in more meaningful and productive ways. These include:

- Rich presence indicators that help you easily and quickly find the people you need through online status, availability alerts, automatic location awareness, and telephony status.
- Instant messaging that provides you with an unobtrusive way to engage colleagues that might otherwise be unavailable via secure one-to-one and group text chats, file transfers to users or groups of users, and shared, annotated screen captures.
- The ability to quickly engage a community of users (such as an IBM Connections Community) to ask questions, issue polls, or send announcements, thereby allowing you to easily tap into the collective knowledge of your social networks.
- Persistent group chat rooms that can be devoted to different topics so that new users can automatically see the entire history of a chat and get up to speed quickly when they join the room.

Overview

- Reservationless, highly available, persistent, secure meeting rooms that allow you to "show what you mean" via uploaded presentations and content, screen sharing, or specific application sharing, as well as give remote control to other meeting participants.
- Cutting-edge continuous presence, high-definition video conferencing showing up to six people simultaneously let's you enjoy the benefits of face-to-face communication. At the same time, integrated bandwidth management tools, and an ability to gracefully step down quality and frame rate all the way down to an audio-only call if needed, limit the impact to your network.
- A SIP-based softphone that can dramatically lower traditional telephony costs. The softphone integrates with many third-party telephony systems from major vendors and uses an open, standards-based plugin model so that third-party developers can integrate their own custom telephony voicemail and audio conferencing features.
- Standard integration with applications you use every day, including IBM Notes, IBM WebSphere Portal, IBM Connections, IBM Industry Solutions, Microsoft Office, Microsoft Outlook, Microsoft SharePoint and

Microsoft Active Directory, as well as APIs provided for custom integrations and extensions, allows IBM Sametime to become a natural part of your workflow.

- A clean, modern, intuitive interface that minimizes clutter and is designed to let you go about your real-time communications tasks with the fewest clicks possible.
- Full mobile support allows you to do almost anything you can do with IBM Sametime from the desktop or browser from your favorite iOS or Android based mobile device.

IBM Sametime has been in market for over 15 years and it's used by thousands of customers around the world in virtually every industry with deployments ranging from tens of users to more than 400,000 users.

IBM continues to push the boundary of innovation in social communications with the latest release of IBM Sametime 9.0 software. This document is intended to help readers understand and evaluate the capabilities in the Sametime 9.0 release and is accurate as of the publication date. For the latest detailed technical documentation and system requirements, please see [The Sametime Wiki](#).

Rich presence

The SSC includes guided activities for installing the new media infrastructure as well as improvements to the guided activities needed to deploy and manage the remaining server components.

The new packaging model and the new user experience available in Sametime 9 are just the beginning. The four themes referenced at the beginning of this section underline a powerful set of new capabilities that make Sametime 9 the most important release in the product's history. The next sections outline in detail the features available in IBM Sametime 9 starting with presence.

Rich presence

Presence is the killer app that makes social communications possible. It is what defines situational awareness and gives relevance its business value. Rich presence is an aggregation of multiple attributes that provides a comprehensive view of someone's availability and status. It creates the context that makes communication and collaboration effective and efficient.

For example, having determined that a person is relevant to the process you are working on doesn't mean much unless you can assess whether you can engage with him or her when you need to.

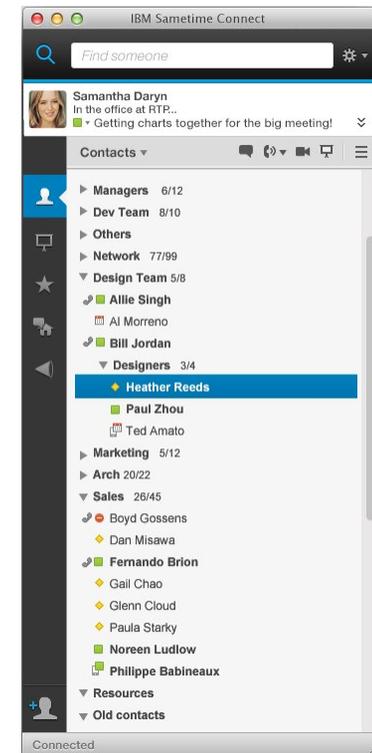


Figure 1. The IBM Sametime Connect client version 9.0

Rich presence

Rich presence allows you to do that and, when the aggregation is rich enough, it can also help you determine who else may be relevant to your needs when the person you identified before is not available.

Presence in Sametime is truly rich

Presence in IBM Sametime is designed to support multiple aggregation layers to make it as rich and expressive as your business processes may require. Rich presence in Sametime is expressed through the following pattern:

Device icon + Telephony status icon + Online presence status + Availability status message + Geographic location.

- **Device icon:** Indicates whether a user is available on a desktop computer either via the Sametime Connect Client or the Sametime Web Chat Client, or on a mobile device.
- **Telephony status icon:** An “off-hook phone” icon that indicates whether a user is on the phone. The telephony status icon gives you valuable situational awareness to eliminate unnecessary phone calls, reduce voice mail and to help you get answers faster.

Telephony capabilities require IBM Sametime Communicate or IBM Sametime Complete software and vary with the integration method chosen: built-in VoIP, IBM Business Partner–provided plug-ins to third-party

telephony systems or Sametime Unified Telephony software. Different features are also available through the desktop, mobile and web clients. See the Telephony section below.

- **Online presence status:** Sametime provides four basic online statuses: Available, In a Meeting, Away and Do Not Disturb.
- **Availability status message:** Each online presence status comes with a default availability status message, which you can modify to suit your needs. You can define multiple availability status messages for each status depending on the circumstance.
- **Geographic location:** IBM Sametime has the ability to record your geographic location and to detect when it changes. It allows you to define a profile for each recorded geographic location. You can define a personal description, e.g., “Office”, “Home”, “Traveling”, etc. for each profile along with detailed information such as city, state or province, postal code, country and time zone. Location information is published in the Sametime business card and in the chat window, helping others determine whether it is an appropriate time to reach you. Location data can also be used as an input to custom plug-ins and other applications (local weather, available on-site conference rooms and so on). Of course, you can opt to have Sametime software not publish your location, if desired.

Enterprise instant messaging

Enterprise instant messaging

Instant messaging (IM) is often the first point of contact when reaching out to colleagues. Quick text chats can answer simple questions outright or determine whether your colleague is available for other interactions.

IBM Sametime enterprise IM isn't limited to text. First, it is rich text with live URL support. Additionally, you can use annotated screen grabs and emoticons to fully convey your point. You can seamlessly escalate the text chat to multi-way voice or video chats, send files, instantly share your screen, or jump into an online meeting.

Sametime 9 software's security-rich, tightly integrated tools make it easy to switch communication methods as your conversation evolves. When used effectively, enterprise IM can reduce costs, speed processes and provide timely, accurate information to drive better decisions. Moreover, you can communicate with users who are offline. IBM Sametime enterprise IM supports offline messaging for those communications that just can't wait until your colleagues come back online.

IBM Sametime enterprise IM provides the following capabilities:

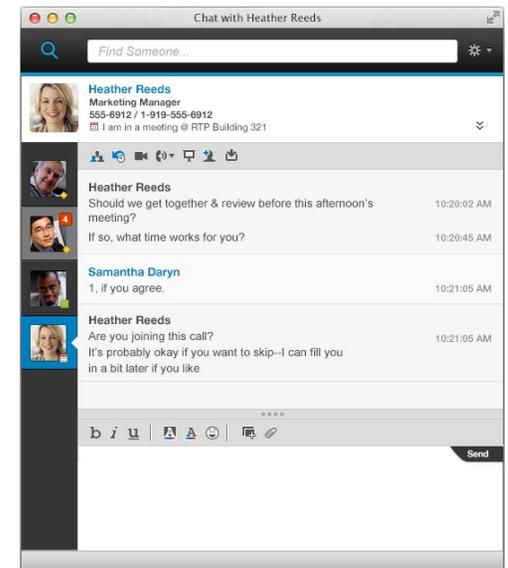


Figure 2. The Sametime 9 chat window

Log in to multiple Sametime communities

The Sametime Connect client can simultaneously log in to multiple Sametime communities (servers). You can set different presence states and status messages for each community. You can filter the contact list to only show members of a given community or mix and match users from different communities into groups in your contact list.

Community collaboration and expertise management

Community collaboration and expertise management

Roles change in organizations; companies merge and are acquired; teams are formed across organizational boundaries. Knowing who to engage when you need answers can be challenging. How do you leverage the experts around you when you don't know who they are and what they do? Sametime provides expertise management tools to engage the people who are relevant to the task at hand.

Sametime's community collaboration tools enable you to interact in real time with individuals and communities to help you get the answers you need fast. Sametime software offers a number of expertise management features you can use on Sametime alone and also via integration with IBM Connections (see the *Integration* section below for details).

Broadcast community channels

Broadcast tools help users get the information and answers they need by reaching out in real-time to communities of experts—even when they don't know who the experts are.

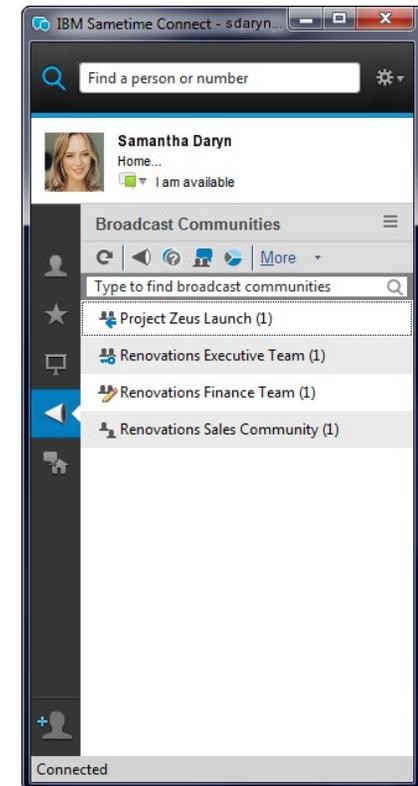


Figure 3. Sametime Broadcast Communities

Community collaboration and expertise management

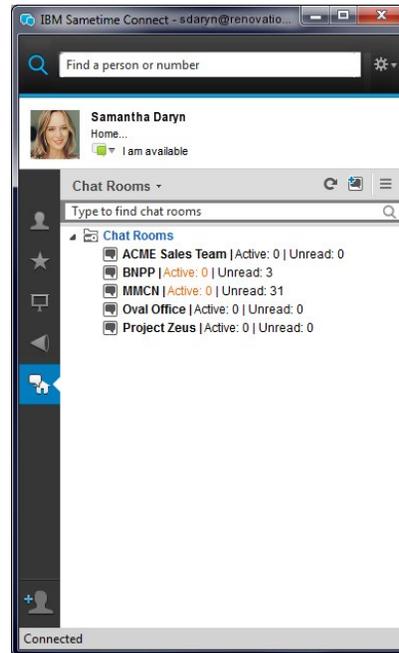


Figure 4. Sametime Chat Rooms

You can participate in a chat room, leave it, and then return with the option of seeing some or all history of the discussion that has taken place in that chat room.

You can also set up alerts so that you are notified when the chat rooms of interest to you have active participants, unread messages, or when specific words that you identify are mentioned.

You can create chat room FAQs based on these online discussions to develop a valuable body of knowledge for your organization.

You can upload files to a chat room and download files uploaded by other participants if allowed by the administrator.

Organizational Tree View

Leverage an organizational tree view of your contacts to quickly see the reporting structure of your company based on the corporate directory.

Online meetings

Swarming tools enhance situational awareness

Notifications are designed to help people stay on top of what's going on—without distracting them from their daily work. For instance, monitoring capabilities let users know whether there are new messages to read, while keyword alerts can be set up to notify users of conversations taking place on their topics of interest. These swarming tools enhance situational awareness so that users can focus on their daily work and join a chat room only when something requires their attention.

Sametime's community collaboration capabilities are effective decision-making tools. Sometimes, though, full-fledged meetings are more effective for what you need to do. That's when you need Sametime Meetings.

Online meetings

Online meetings are powerful tools that help people collaborate on projects more effectively when you can't get everyone in the same room. Online meetings lower operating costs by reducing the need for travel and help accelerate decision-making by minimizing the logistics required to get everyone on the same context.



Figure 5. A Sametime meeting room with detached audio and video panel

IBM Sametime offers the most flexible online meetings offerings in market today. It uses HTTP and HTTPS to provide connectivity, which makes it extremely friendly to corporate and home firewalls.

Online meetings

You can deploy IBM Sametime Meetings on-premises or consume it as a service from the IBM SmartCloud for Social Business family of offerings. It integrates with IBM Connections, the leading social software in market today, with IBM Notes and with Microsoft Outlook as well. You can access it from the Sametime Connect client either in standalone mode or from within IBM Notes, from your favorite Web browser, from your Android phone or tablet, or from your iPhone or iPad.

Reservationless, persistent meeting rooms available 24x7 for participant use

Sametime meeting rooms are analogous to physical conference rooms. They exist 24 hours a day, 7 days a week. Meeting participants can access rooms and meeting materials at any time. Rooms can be dedicated to a specific purpose and hold the materials relevant to that purpose—like a regular staff meeting—or they can be reset and reused for sessions on different topics.

High-definition H.264 SVC continuous-presence video with SAC audio

IBM Sametime 9 Meetings feature continuous-presence audio and video built on the H.264 Scalable Video Codec (SVC) and Scalable Audio Codec (SAC) industry standards. It's all built on the brand new media infrastructure designed and implemented exclusively for IBM Sametime 9. See the Audio and Video section for more information.

Instantly create a Sametime meeting room

You can create meeting rooms on the fly from the Sametime Connect client, from your Web browser using the Meetings Center, and from your mobile device. You can create as many meeting rooms as you need to; instantly.

Join or create a Sametime instant meeting from a one-on-one or group chat

Instantly create and invite your colleagues to a meeting from any text, voice or video chat or by selecting names or groups from the contact list. Use an existing meeting room or create a new one immediately. Sametime 9 and 8.5.x users will receive a pop-up invitation. Invitees with older versions of Sametime software will receive a meeting URL in a chat window and can join through a web browser.

Access meetings from mobile devices

See the *Mobile* section.

Assign and enter meeting rooms from Notes or Outlook invitations

IBM Sametime 9 Meetings is integrated with IBM Notes 9 (and higher) and Microsoft Outlook calendaring. Users can assign rooms to calendar invitations and open rooms from the calendar. It is also available on the Sametime and Notes 8.5.x product line.

Online meetings

Control access to a meeting room

IBM Sametime meeting rooms can be designated as password protected or hidden, which prevents non-owners and non-managers from finding or joining them when searching for rooms. Room access can also be managed so that participants can only join after the room owner or a designated room manager has entered the room. Managed access also regulates who can share documents or their desktop, who can record meetings and who can download files from the room library.

Lecture-style meetings

Meeting room owners and managers can set up a lecture-style meeting so that when participants join everyone on the call except for meeting room owners and managers will be on mute. The meeting room performance will also be optimized to handle a large number of participants. For instance, participants cannot engage in private chats, raise their hands or display different views of the Participants list. By default only meeting room owners and managers can share content and record meetings and participants cannot download files from the meeting room library.

Integrate external audio and video service providers

IBM Sametime meeting rooms feature high-definition H.264 SVC continuous-presence audio and video out of the box. You can integrate third-party enterprise audio-and-video systems from Avaya Radvision, Cisco, Tandberg and Polycom. Starting with version 9, IBM Sametime meetings feature built-in integration with Polycom telepresence rooms and hardware end points.

Create meeting reports

Meeting reports provide a persistent record of a meeting room session. You can generate a report of a meeting that just took place or one that took place some time ago. Reports include information about the meeting room, participants, and events recorded on the Meeting Stream such as a transcript of the group chat discussion, questions, meeting minutes, action items and poll results. Reports also record file uploads, who presented what, who shared their screen and so on. Reports can be saved as rich text files on the client workstation.

Online meetings

One-click access to your scheduled meetings from Sametime Connect and Sametime Mobile Meetings

The Scheduled Meetings view shows you upcoming scheduled meetings from your Notes and Outlook calendars. It is available on the Sametime Connect client as well as on the Sametime Mobile Meetings apps for Android and iOS. A single click (or tap) will take you to the associated meeting room, or you can create one instantly if you need one on the fly.

One-click (or tap) access to meeting rooms you own

The Sametime Meetings panel in the Sametime Connect client shows you a list of all the meeting rooms you own, allowing you to enter them with a single click—no URLs or meeting numbers required. The browser-based Meeting Room Center will also give you access to your meeting rooms if you can't use the Sametime Connect client for some reason. This capability is also available on the Sametime Mobile Meetings apps.

One-click (or tap) access to your recently used meeting rooms

The Sametime Meetings panel in the Sametime Connect client shows you a list of all the meeting rooms you've accessed recently, allowing you to enter them with a single click—no URLs or meeting numbers required. This makes it easy to find materials without having to track down specific calendar invitations. This capability is also available on the Sametime Mobile Meetings apps.

Find meeting rooms by owner or room name

Users own Sametime meeting rooms and meeting rooms have names. So, it is only natural that you should be able to search meeting rooms by room name so you can get to them quickly when you need to. This capability is available on the Sametime Connect client, the Sametime Web Meetings client and the Sametime Mobile Meetings apps as well.

Manage access to meeting rooms

Sametime meeting rooms can be password protected and hidden from view in the Meeting Room Center and search function. Both of these capabilities help you control who can access your rooms and safeguard meeting materials. Meetings can be set up to prevent others from entering the room unless the owner or designated room manager is present.

Control who else can manage room permissions

As a meeting room owner, you can decide who else can manage the room for you in your absence.

Anonymous or "guest access"

The Sametime Web Meetings and chat clients support optional anonymous usage. This is helpful when opening online meetings to customers and partners. The Sametime Mobile Meetings apps also support guest access for IBM SmartCloud Meetings.

Online meetings

Set permissions to control whether users can share their screens or just observe

As a meeting room owner, you can specify whether meeting participants can share their screens or only observe.

Determine if a room is video enabled each time the meeting room is opened

New flexible persistent meeting room options provide room owners the flexibility to decide whether their room is video enabled each time they return to their meeting room or just keep the selected default setting.

Launch a meeting with participants on mute

Meeting room owners can start a meeting with all participants on Auto-Mute upon opening an Audio Video meeting. Participants will join in a muted state and can optionally un-mute themselves.

Control who can continue to participate in a room or when the meeting ends

Owners or managers can end a meeting for all or eject individual participants from a meeting room for a preconfigured period of time. There is a new Leave Meeting button for owners and participants.

Invite users to meetings by dragging and dropping names from the contact list

Don't lose the first 10 minutes to repeating URLs and meeting numbers. Send users an invitation to a meeting room by simply dragging their names from the contact list and dropping them on the meeting room. Recipients will be able to join a meeting by clicking the "Join" button in the resulting pop-up window (Sametime Connect client) or through the browser interface.

Browser users can participate in meetings without any client download

Sametime meeting rooms accessed through a browser don't require the user to download or install any browser plug-ins to view and participate in the meeting without audio and video support. This expedites access and simplifies thin client deployments and customer-service scenarios.

Meeting participants who need to share applications from their desktops or their screens as well as those wanting to participate via audio and video need to download and install the Sametime Web Player. This is a browser plug-in for Apple Safari, Google Chrome, Microsoft Internet Explorer and Mozilla Firefox. It is a one-time download and it runs on Mac OS, Ubuntu, Red Hat Enterprise Desktop, SUSE Linux Enterprise Desktop and Windows. Please see the *System Requirements* section of the [IBM Sametime Wiki](#) for information on supported versions.

Online meetings

High-quality conversion and presentation of PDF, ODF and Microsoft Office files

Files in the meeting room library are processed server-side to minimize bandwidth utilization and improve performance. IBM Sametime Meetings uses high-quality converters to help maintain the highest possible fidelity. IBM Sametime Meetings also supports a wide variety of formats, including PDF, Open Document Format (ODF) and Microsoft Office files.

Local, background high-fidelity file conversion

The Sametime Connect client uses locally installed Microsoft PowerPoint or Apache OpenOffice tools to convert files in the background on the local machine. This option is designed to provide the highest fidelity when converting files for sharing.

Begin file presentation before conversion is complete

Because Sametime software converts files for presentation in the background (with the Sametime Connect client), users don't have to wait for lengthy files to be converted before beginning their presentations.

Control whether users can download documents from the meeting library

Meeting room owners can decide whether participants have the right to download files from the meeting library. Meeting rooms are persistent and can be accessed 24x7. This provides the ability to control distribution of material.

Fit-to-screen view

View presented slides or shared application content fit to your screen resolution or at the same resolution as the person sharing the content.

Edge-to-edge full-screen view

Full-screen mode covers the entire screen, keyboard controls are available for advancing slides and alerts are available to indicate which participants have raised their hands as well as to notify participants of new group chat entries.

Presenter tools

Presenter tools, including a highlighter and pointer, keep everyone on the same page and help participants follow the conversation. Highlight marks can be retained or deleted.

Online meetings

View slide thumbnails during presentation

Thumbnail images that only the presenter can see help make sure that you don't forget where you are in a presentation. Easily jump to any point in your presentation by clicking on the appropriate thumbnail. The Sametime Mobile Meetings apps feature a thumbnails view that allows meeting participants (given the right permissions) to slide back and forth on the current presentation even if they're not presenting. This is useful when you want to see what you missed if you joined the meeting late or to see what you're going to miss if you need to leave the meeting early.

Create polls immediately or store for future use

Create polling questions for use during a meeting. Polls can be loaded in advance and shared at any time during the meeting. Polls can also have open-ended questions or preset answers.

Immediately share poll results with participants

Poll results can be seen by other participants and saved to the meeting room for later reporting and distribution.

Screen capture tool

The screen capture tool creates a snapshot of an area of your screen and adds it to the meeting room library for others to see. Snapshots can be annotated before posting to add emphasis.

Paste an item from your clipboard to the meeting library

Paste an image or text from your clipboard to the meeting room library to share immediately or later.

Share URLs

Share a web browser URL with others in the meeting room, and all participants can see the web page on their own computers.

Raise hand

Gain the presenter's attention if you have questions by raising your hand in the meeting room. You can lower it at any time if the question has been answered.

Initiate a private chat

Start a private Sametime chat with any user who is online and in the meeting room participant list by selecting his or her name.

Group discussion

Engage other meeting participants in nondisruptive text-based discussion while the meeting is underway.

Emoticon support

Emoticons (such as smiley faces) add context and convey emotion in group discussions.

Online meetings

Hold breakout sessions and simultaneously participate in multiple meetings

You can conduct side meetings without leaving the main meeting. From the participant list, you can start a new instant meeting with any anyone who is online by selecting his or her name. You can also invite participants to join a breakout meeting on a separate persistent meeting room.

You can have multiple meeting room windows open simultaneously to keep track of the main meeting. You can also bookmark any persistent breakout meeting rooms on the main meeting room library for future reference.

Use the join call function to enter the audio portion of a meeting

Embed audio conference details into the meeting room for easy access. This can be any external audio conference bridge number and passcode, IBM Sametime's built-in audio and video capabilities, or third-party partner bridges that have been directly integrated via the Sametime Media Manager server (see *Voice and video* section below).

Server-side meeting recordings

IBM Sametime now features server-side recordings for meetings. Recordings are stored on the server as MOV or WMV media files. You can access your recordings from the Sametime Connect client and the Sametime Mobile Meetings client and from the Meetings Center if you want to do so via a Web browser.

Control whether users can record a meeting

Meeting room owners can determine whether meeting participants can record meetings.

Conferencing integration

See the *Voice and video and Telephony* sections below.

Reset a room by clearing out all room content

Reset a persistent meeting room to its default settings. The library is emptied; all sharing stops and discussions are cleared.

Administrators can delete rooms

Both the room owner and the administrator have the ability to delete online meeting rooms.

Administrators can use policies to control in-meeting discussion and file sharing

Administrators can use policies to control what users can and cannot do in Sametime meetings. For example, administrators can control whether users can chat using the meeting discussion tool, how much storage they are allowed to use, whether users can share their screens or allow others to take control, whether users can record meetings, and whether they can use voice and video.

Online meetings

Reporting tool for administrators to generate meeting statics and usage reports

Administrators can view many preconfigured management reports on their meeting server and create custom database queries using standard structured query language (SQL) reporting tools.

The Meetings Center provides statistics on active rooms, usage by rooms and usage by owner. The IBM Sametime Meetings Statistics Utility provides more detailed information about the meeting server, meeting rooms and usage. It is available for download free of charge from IBM developerWorks.

Built-in failover and clustering

IBM Sametime meeting servers can be clustered to help ensure high availability and failover to other meeting servers.

Sametime Meetings is a powerful tool to help you bring together those who are relevant to what your doing. Online meetings are the ideal vehicle for reaching consensus, complete complex tasks, close transactions and make decisions.

Perhaps the most important capability Sametime Meetings brings to the table to this end is audio and video. Sametime 9 features a brand new media-services infrastructure built on the H.264 SVC industry standard. The next section describes in detail the new features of the new Sametime VMCU and VMGR.

Voice and video

A high-quality desktop voice and video experience helps create a more engaged social business. Voice and video help enhance relationships, establish a foundational level of trust, and help people enhance their awareness when interacting with each other in ways that traditional instant messaging and web conferences cannot.

Voice and video



Figure 6. Continuous-presence video chat

The benefits of audio and video are not limited to increasing productivity. Use of integrated desktop voice and video can also cut telephony costs by reducing or eliminating phone calls and audio conferencing minutes, decreasing the amount of voice mail and trimming cell phone roaming charges on international trips.

New video components

Sametime 9 includes a brand-new industry leading desktop video experience available on desktop via the Sametime Connect client, the Sametime Web Meetings client, and the Sametime mobile clients.

The new video components provide a high definition continuous-presence video experience seamlessly integrated into every part of Sametime. Users can easily escalate a group chat to a group video call with one click. Sametime Meetings also support the ability for external guest users to participate in the video from a browser or mobile client. These new video components are software based and can be deployed as required to suit your organizations specific needs.

Voice and video

Sametime video supports new choice of layouts, variable video window size, full-screen mode and resolutions up to high definition (HD)

Users can easily control the audio/video experience. Users can mute the audio of one or more participants and can adjust their speaker volume and microphone settings. Individual users can select from different layouts, for example, seeing to 6 colleagues in a grid or viewing the active speaker larger than the others.

Video controls also include a preview pane showing your own video. The video display can be resized and in the Sametime Connect client the display can be detached and managed in its own floating window. The Sametime Meetings client for iOS and Android tablets allows the user to maximize the video for people centric meetings or maximize the content with a floating video pane for content centric meeting.

Multiple parties can participate by audio and video. While many more participants can take part in a call, at any time up to 6 participants will be visible in the continuous presence experience. The visible participants will be the most recent people to speak on the call. Sametime meetings also support lecture-style meetings, which limits speaking to presenters in the meeting and provides the ability for other participants to request to speak.

VoIP softphone experience with multiple participants

Sametime's softphone also provides an easy visual interface to manage multi-way audio only calls with your colleagues. Users can easily see who is connected, who may have left the call, and if a user is muted. Additional users can be added to the call by invite or a simple drag and drop on the call window.

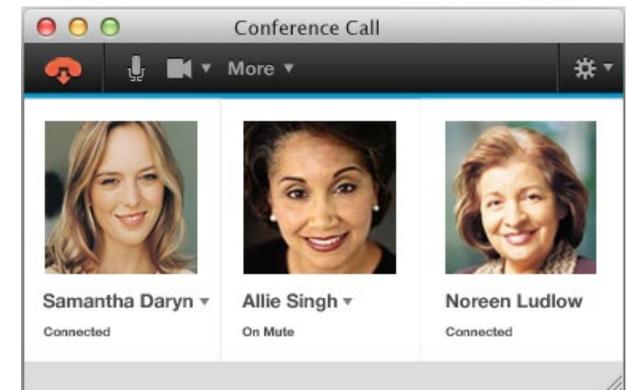


Figure 7. A group voice chat session on the Sametime Softphone

Voice and video

Dial-in/Dial-out (SIP) support

The Sametime softphone includes dial-in/dial-out capabilities to third-party MCUs and video endpoints via SIP.

The Sametime softphone has built-in integration with Polycom video equipment to provide a full-fledged H.264 SVC experience. It will fall back to a more basic H.264 AVC experience when connecting to other third-party endpoints. When connecting to MCUs that have to mix video streams but support the H.264 standard the softphone will provide continuous-presence video if the MCU allows it.

New administrative controls over the video experience

Using the Sametime System Console, administrators can manage the audio/video policy settings of the Sametime Media Manager server and connecting clients, including media ports used, maximum number of audio sessions allowed, codecs to be used, video size and bit rate to control the bandwidth used by video users. Administrators can customize video resolution settings based on device properties for chat and meetings.

Standards-based interoperability helps users connect to third-party A/V systems

Sametime software includes APIs to integrate seamlessly with third-party audio and video conferencing systems.

The Sametime softphone is a SIP-based audio/video client that allows users to easily connect to video endpoints from their desktop. This enables Sametime users to leverage existing video conferencing investments with little new training.

Improved bandwidth management

Sametime 9 gives administrators two powerful tools to help deploy rich media services to users. The VMCU takes care of brokering bandwidth usage for individual client connections while the new Sametime Bandwidth Manager handles bandwidth usage throughout the network as a whole.

Connection-level bandwidth management

The new media services infrastructure available with Sametime 9 takes advantage of the H.264 SVC standard to manage bandwidth usage more efficiently than previous versions of the product.

Voice and video

SVC enables the efficient encoding of video that can be realized at different resolutions, frame rates and quality. A video image is organized into *layers*; clients choose how many layers to receive and process. This approach can save bandwidth because clients can request fewer layers when necessary.

SVC is more robust since transmission can gracefully degrade to lower frame rates and resolutions when experiencing packet loss.

Continuous-presence video is effectively built-in, since each client can request video from multiple participants (at reduced quality, if necessary), and then format the view locally with no need for expensive hardware video MCUs.

Network-level bandwidth management

In addition to the built-in bandwidth management features available with the new VMCU Sametime 9 also includes a new Bandwidth Manager component.

Administrators can manage audio and video bandwidth policies with the new Sametime Bandwidth Manager server, which allows you to set an overall limit for audio and video from Sametime software to protect your network as well as your audio and video bandwidth. Policies can be set to control bandwidth based on classes of users and locations or a hybrid of both.

New audio/video codecs provide a high-quality experience at low bandwidths

Sametime 9 includes a choice of high-quality and standards-based audio and video codecs that enable the software to provide a high-quality experience even at low bandwidths and over 3G networks.

Sametime 9 supports G.711 and G.722.1, iSAC, H.263 and H.264 AVC and SVC. Video streams can scale from low to high-definition video. Resolutions can range from Common Intermediate Format (CIF) to HD video. Sametime 9 also supports Real-Time Transport Control Protocol (RTCP) for point-to-point video and Secure Real-Time Transport Protocol (SRTP) security. In addition, support for G.729 audio is added in Sametime Unified Telephony software.

Support for larger video conferences

Sametime 9's new VMCU can support a much higher number of participants in an audio video call. The maximum number of participants will differ based on deployment and configuration choices related to video resolution.

High definition video meetings can easily include dozens of participants and lower resolution or audio only meetings can support hundreds to over a thousand participants respectively. The number of visible participants simultaneously will be up to 6 on the desktop and up to 4 on the mobile clients.

Telephony

Native video security

IBM Sametime features native STRP Security for multi-person video, chats and meetings.

Sametime delivers a world-class audio and video experience via the Sametime Softphone and the Sametime Meetings client. The softphone, however, can do more than just voice and video. As the name suggests, it is a full-fledged telephony endpoint. The next section covers Sametime's telephony capabilities in detail.

Telephony

Business telephony can be a complex undertaking. Companies large and small look for simplicity and flexibility when it comes to telephony. IBM Sametime provides three options to help you simplify the telephony experience without having to rip and replace your telephony infrastructure and without forcing you to commit to a single vendor.

The Sametime softphone

All three options leverage the Sametime softphone, which comes with Sametime Communicate and Sametime Complete. The Sametime softphone is a standards-based SIP software-based media interface that supports audio, video and telephony. It allows users to place and receive voice and video calls to external phone numbers, video conferencing systems or video conferencing endpoints from their Sametime Connect client on their desktop.

The Sametime softphone can help boost your ROI by reducing telephony costs. When you train employees to use VoIP, you can potentially eliminate the need for desk phone expenditures, home office lines, land lines and long-distance and roaming charges on mobile phones. As adoption spreads, costs continue to decline, allowing you to redirect budget to other projects.

Telephony

Sametime Unified Telephony

Sametime software is your platform for next-generation communication services. The Sametime Unified Telephony offering provides telephony presence, one-number service, a softphone, active speaker notification, intelligent call routing and integration with multiple PBX back ends to support your existing infrastructure.

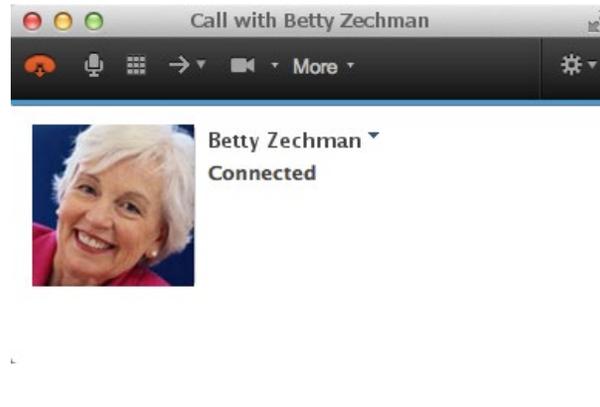


Figure 8. A phone call using Sametime Unified Telephony

Sametime Unified Telephony is ideal for organizations with complex telephony infrastructures. The software can lower your telephony costs without having to invest in expensive IP-PBX migrations. For organizations that have already consolidated on a single telephony vendor, Sametime Unified Telephony can help reduce port and softphone fees and use less expensive IP hard phones.

Telephony and Conferencing Service Provider Interface (TCSPI) integration

The TCSPI programming model is an integral part of the Sametime SDK. It is a standards-based toolkit that enables integration between Sametime and third-party telephony systems via adapters.

TCSPI adapters surface telephony features into the Sametime Media Manager and client-side plug-ins bring those features to users. The result is a telephony experience tailored for a specific product line or even for a specific PBX model.

Standard SIP connectivity via the Sametime softphone

The Sametime softphone can integrate directly with certified IP PBXs via simple SIP registration. The Sametime 9 mobile clients for iOS and Android also allow users to make calls using the Sametime softphone.

The table below indicates which voice services are typically available under each approach. Please note that the options provided by third-party integrators vary widely and may include additional features. Be sure to contact your telephony vendor for more information.

Telephony

Capabilities	IBM Sametime Communicate Or Complete	IBM Sametime Unified Telephony And Communicate Or Complete	IBM Sametime Communicate Or Complete And Partner Telephony Plug-ins
Basic voice functionality			
Telephony presence on contact list	X	X	X
Click-to-call VoIP	X	X	X
Click-to-call to PSTN	X	X	X
Click-to-conference VoIP	X [3]	X	X [1]
Click-to-conference via audio bridge		X	X [1]
Click-to-call from Live Text (Notes and Sametime Connect)	X	X	
External audio conferencing integration with Sametime Meetings		X	X [1]

Telephony

Capabilities	IBM Sametime Communicate Or Complete	IBM Sametime Unified Telephony And Communicate Or Complete	IBM Sametime Communicate Or Complete And Partner Telephony Plug-ins
Visual conference calling	X [3]	X	
Active speaker notification	X [3]	X	
Access via mobile devices	X	X	
Softphone			
Embedded softphone (Notes and Sametime Connect)	X	X	
Third-party softphone integration (Notes and Sametime Connect)			X [1]
Call control features			
Multi-way VoIP calls	X [3]	X	X [1]
Drag-and-drop additional users	X [3]	X	X [1]
Moderator call controls	X [3]	X	X [1]
Participant call controls	X	X	X [1]
View invited user status	X [3]	X	X [1]

Telephony

Capabilities	IBM Sametime Communicate Or Complete	IBM Sametime Unified Telephony And Communicate Or Complete	IBM Sametime Communicate Or Complete And Partner Telephony Plug-ins
Dialpad	X	X	
Choose preferred device or number		X	X
Hold call	X	X	
Call transfer		X	
Call forwarding		X	
Call merge		X	
Phonebook	X	X	X [1]
Call history	X	X	X [1]
Quick Find support for phone numbers	X	X	X
Call routing based on presence status		X	
One-to-one 3rd-party IP PBX support	X	X	X

Telephony

Capabilities	IBM Sametime Communicate Or Complete	IBM Sametime Unified Telephony And Communicate Or Complete	IBM Sametime Communicate Or Complete And Partner Telephony Plug-ins
One-to-many multi-vendor IP PBX support	X	X	X [1]
Non-IP (TDM) PBX support		X	X [1]
Telephony management features			
Call detail records		X	X [1]
Multi-PBX operation		X	

Table 1:

- [1]: Varies with specific IBM Business Partner offerings.
- [2]: IBM business partner-provided bridge or MCU.
- [3]: Applies to communication between Sametime users only.

Sametime's rich-media capabilities are not only available on the desktop. Sametime brings audio, video and telephony to your fingertips—literally—on your tablet and smartphone. The next section describes the next-generation mobile apps available today with IBM Sametime 9.

Mobile

Mobile

IBM Sametime 9 comes with next-generation mobile apps for Android and iOS built to reflect the overall importance mobility has for the enterprise and the vision that will drive the Sametime platform moving forward.

The strategy that drove the design process behind new Sametime 9 mobile apps is rooted on the following three principles:

1. Today's mobile platforms provide the first viable challenge to the traditional desk-bound interface for people to execute and participate in business processes in the enterprise.
2. It's easier to make business processes more people-centric with mobile interfaces. Most of us are already familiar with social contexts on mobile devices. The mobile apps we use every day have already trained us on how to handle process data as well as people data. All that's needed is to incorporate that behavior into enterprise apps.
3. The mobile paradigm is efficient and intuitive. This can help improve the way business processes are expressed. In many cases a business process is laid out the way it is because the application or applications used to execute the process made it that way.

IBM Sametime Mobile Chat and IBM Sametime Mobile Meetings version 9 are designed to help you use your mobile device to close decision-making chains, execute on

the people-centric aspect of the business processes in which you participate and do so quickly, intuitively and securely.

Mobile chat

IBM Sametime Mobile Chat is a full-featured communications app. It provides a full spectrum of real-time communications services ranging from presence, availability status and instant messaging to voice chat, video chat and telephony.

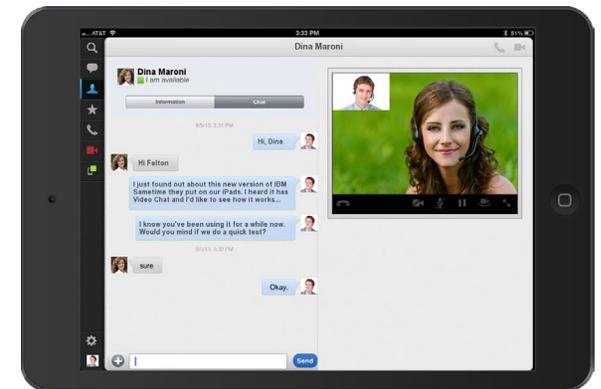


Figure 9. Voice chat on Sametime Mobile Chat for iOS

Mobile

IBM Sametime Mobile Chat provides the following key features:

- Rich presence
- Device-driven geographic location
- One-to-one and group rich instant messaging
- Text-to-speech support on Android
- Chat history
- Broadcast announcements
- Search corporate directory for individual contacts (Quick Find)
- Send and receive photos
- Push-notification support
- Support for multiple communities
- URL-based, one-click configuration

The next-generation IBM Sametime Mobile Chat version 9 app introduces a powerful and exciting collection of new capabilities:

Soft phone

Ever wanted to make a phone call from your iPad or Android tablet? Now you can. The new soft phone brings Voice Chat as well as dial-out capabilities to Sametime Mobile Chat. It includes ring-back support for Sametime Unified Telephony.

Point-to-point video for tablets

Use the soft phone to make video calls straight from your iPad or Android tablet.

Point-to-point audio for phones

As mentioned above, the new soft phone allows you to make Voice Chat calls to other users over the data network.

Push-notification support for Android

IBM Sametime Mobile Chat version 8.5.2 IFR 1 included push-notification support for iOS. Version 9 introduces push-notification support for Android. Now all incoming messages are pushed from the Google Cloud Messaging infrastructure while the app is in the background, which improves battery life on Android devices.

IBM One UI alignment for tablets

A fast, clean, intuitive and easy to use user interface built on IBM's brand new One UI Design Framework.

Device and OS support updates

Support for Android 4.x and iOS 7.x.

Mobile meetings

IBM Sametime Mobile Meetings lets you start and join meetings right from your iPhone, iPad, iPod Touch, Android phone or tablet.

Starting with version 9, IBM Sametime Meetings brings to market new and exciting capabilities to help you stay fully engaged with your colleagues, customers and partners when you're on the go.

The IBM Sametime Mobile Meetings next-generation universal apps are designed to make your meetings experience smarter. Their innovative capabilities allow you to optimize the time you spend in meetings by enhancing your situational and informational awareness prior, during and after a meeting.

All this is intended to help you accelerate your business processes, improve decision-making and efficiency and, ultimately, energize your life's work like never before.

Mobile



Figure 10. A video-enabled meeting with continuous-presence on Sametime Mobile Meetings for iOS

Key features include:

- View scheduled meetings from your IBM Notes or Microsoft Outlook calendar
- Group chat
- Connect to multiple on-premises Sametime Meetings
- Join meetings as a named user or as a guest when applicable
- Manage meeting rooms, meeting room permissions and meeting room libraries
- Participate and respond to instant polls
- Search meeting rooms by room name or room owner
- My Meeting Room and Favorite Meeting Rooms views
- Support for IBM SmartCloud Meetings
- Server-side recordings
- Creation of meeting reports
- Lecture-style meetings
- Waiting room for participants

Smarter Meetings concept

IBM Sametime Mobile Meetings version 9 introduces the first installment of our Smarter Meetings concept. Smarter Meetings has two fundamental goals:

1. Maximize your situational awareness regarding people, content and background information prior, during and after a meeting to improve decision-making.
2. Optimize the time you spend in meetings to maximize productivity.

IBM Sametime 9 brings to market the first installment of the Smarter Meetings concept in our next-generation mobile meetings app.

IBM Sametime Mobile Meetings for Android and iOS feature a series of capabilities designed to help you achieve the objectives outlined above by simplifying interaction patterns (no more than three taps to do what you need to do), simplifying the user interface to minimize distractions and by making the app flexible enough to adapt to content-centric and people-centric meetings.

We're starting with the following capabilities:

One-tap join

Join a meeting with a single tap from any view on the app. Once in, join the video call or dial out to a conferencing bridge also with one tap.

Scheduled Meetings view from IBM Notes and Microsoft Outlook

View what's on your calendar for today and tomorrow. Tap on a meeting and go straight to the meeting lobby to learn more about who's been invited, the topic of discussion, and additional information provided by the host. Then join the meeting with one tap when the time comes.

Support for conference calls (audio-only meetings)

Not all meetings include a meeting room; some are just plain conference calls. IBM Sametime Mobile Meetings gives you what you need to maximize your situational awareness and optimize your time. You can dial out to the audio conferencing bridge straight from the meeting lobby without having to remember dial-in numbers and passcodes.

Invited vs. present view

See who's been invited and who's actually joined the meeting as participants enter the room just by looking at their pictures on the participants list. Invited parties show up with grayed-out pictures. As they join their pictures turn to full color. The participants' list will sort by attendance automatically within five minutes after the meeting starts.

Mobile

Mobile

Continuous-presence audio and video for iPad and Android tablets

Most meetings start off with a balance between people and content. As the progress meetings will become more content-centric or more people-centric depending on the topic and the goals of the meeting. IBM Sametime Mobile Meetings accommodates to both scenarios by providing continuous-presence audio and video on an adaptive implementation so you can decide whether to focus on content or on people.

See up to four video streams for the most active participants in the meeting plus your own local video all in high-definition with high-fidelity audio. Change the layout of your video streams depending on whether you want to focus on the content or the people. You can let video to take over the screen. You can also reduce its size it so you can focus on the content without losing sight of the presenter. You can move the video window anywhere on the screen and out of the way of the content you're interested in.

Remote control (device to desktop)

Participants attending the meeting from their PCs can render control of their desktop's mouse pointer and keyboard to you when you're in the meeting using your mobile device.

Remote control in IBM Sametime Mobile Meetings is gesture-based for easy interaction with the workstation.

Integration with IBM Connections Files

Upload files from your personal repository on IBM Connections to the meeting room library straight from your mobile device. You can also upload files that you have previously downloaded via IBM Connections Mobile, files that have been sent to you as email attachments, and files that have been shared with you on IBM Connections from other people's repositories and from shared folders.

Integration with IBM Connections Profiles

Tap on a person's picture on a meeting lobby to retrieve information from their personal profiles on IBM Connections.

The content fetched from a person's profile is live. Tap on a person's email address and the app will launch the email app installed on the device. Tap on a person's phone number to call them using the device if on a phone or IBM Sametime Mobile Chat if on a tablet. Tap on a person's address and you'll be taken to the device's maps app to point to that particular physical location.

Device-side annotations

Device-side annotations come in handy when content matters. Annotations are persistent for as long as the shared document remains in the meeting room library. You have four pens available to all meeting participants and also an erases for clearing out all annotations.



Integration



Shared document preview mode

Preview mode allows you to view the entire shared document without disturbing the presenter. Tap on the preview mode icon and you'll get an overlaid view of the shared document shown only to you if you have permissions to do that.

Say you joined the meeting late and you want to see what you missed. Slide backwards on the document preview to see the pages or slides the presenter already covered and maximize your situational awareness on the meeting to make your participation more effective.

Assume you joined the meeting on time but you have to leave before the meeting ends. Slide forward on the document preview to see what the presenter is going to cover after you're gone and decide whether it makes more sense to stay. If that's not the case, make better use of your time doing something more productive than staying in the meeting.

Improvements to server-side recordings

IBM Sametime Mobile Meetings version 9 allows you to manage your meeting recording straight from your mobile device. The My Recordings view lists meeting recordings by server. It also notifies you when the current meeting is being recorded. The new server-side recordings infrastructure supports MOV and WMV media formats.

Improved platform support

IBM Sametime Mobile Meetings version 9 supports Android 4.x and iOS 7.x.

One of Sametime's more important strengths is its ability to integrate with business applications using standards-based programming models and tools. This has made Sametime the foundation IBM customers have relied on to head down the road to becoming Social Businesses. On the other hand, Sametime's flexibility and extensibility has given IBM a unique advantage to build its next-generation set of offerings for social communications. All this is covered in the next section.

Integration

Integration

Today, Sametime features built-in integration with the greater IBM collaboration portfolio and with a few strategic third-party applications such as Microsoft's Office applications including Outlook and SharePoint.

Find those who are relevant to you on IBM Connections and reach out to them with Sametime

Sametime is deeply integrated with IBM Connections, the industry's leading enterprise social networking platform. Starting with Sametime 9 both products share the same Business Card construct and stronger, more refined library affinity on their respective integration toolkits.

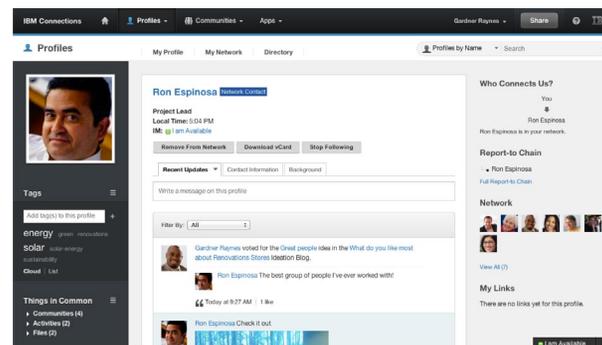


Figure 11 Sametime presence and instant messaging on Connections Profiles

Sametime is present on the Connections user interface for those whose work requires them to spend most of their time on the Web browser. For those who live on the Sametime Connect client, Connections is also there.

On Connections, Sametime makes the people-centric capabilities of the user interface come to life with Sametime's rich presence embedded into Profiles and people's business cards.

But that's not all. Sametime 9 introduces three powerful widgets for Connections Communities:

Video Chat

Allows community members to collaborate on free-form, open-ended video sessions. The Sametime Video Chat Widget for Connections makes the new Sametime media services infrastructure available inside the Connections user interface within a controlled context (a community), securely and with just one click.

Community Chat Rooms

This widget allows community owners to create and administer community-owned chat rooms. As explained in previous sections, chat rooms are secure spaces for topic-based discussions. The Sametime Chat Rooms Widget for Connections makes chat rooms available within a controlled context (a community) and gives Connections a persistent, auditable, real-time channel to help accelerate decision making and problem resolution.

Integration

Saying that Sametime integrates with Notes is an understatement. The right word is “embedded”: Sametime and Notes share the same client runtime. This makes Sametime services readily available within the Notes client.

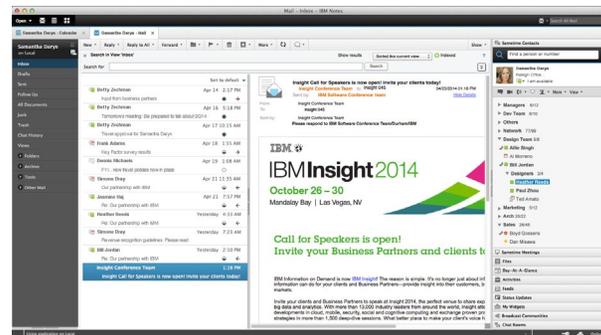


Figure 13. Sametime Connect embedded in Notes

Integration between Sametime and Notes starts with presence—everywhere: next to every individual person name on all views including the Notes calendar and address book. Presence is also embedded in the common business card, which Notes shares with Connections and Sametime.

Every name and phone number in Notes is live. This means you can take action when pointing to them. Hover over a person's name and you'll see a drop-down

context menu that will give you the option to launch a chat session with that person, see your chat history with that person, or call them. Hover over a phone number and you'll see the same drop-down context menu and you'll have the option to call that number using the Sametime soft phone.

The individual plug-ins that make up the Sametime Connect client (Contact List, Primary Contacts, Sametime Meetings, Broadcast Communities and Chat Rooms) run as sidebar panels on the Notes client and their capabilities are available in various contexts within the user interface.

You can detach individual panels from the main window for a full-desktop experience. This is especially useful when you have more than one monitor to play with.

The common runtime paradigm that allows embedding Sametime into Notes also extends to Connections. The Connections Plug-in for Notes brings your Files, Activities and Status Updates to the Notes sidebar. The plug-in also gives you access to people's Activities, Blogs, Bookmarks, Communities, Files, Forums, Profiles and Wikis and, with all that, the integrated features between Sametime and Connections referenced above.

Connections, Notes and Sametime together give you an end-to-end experience that's second to none in market today.

Integration

Build outstanding digital experiences with Sametime and IBM WebSphere Portal

Sametime's standards-based Web Toolkit, a component of the Sametime SDK, allows for easy integration with the IBM Digital Experience Suite and with IBM WebSphere Portal in particular.



Figure 14. The Personal Advisor portlet on the IBM Retail Banking Template

Sametime features built-in integration with Portal via the Sametime Portlets for WebSphere Portal.

Both portlets are designed for customer service scenarios. The portlets launch a Sametime chat session between an external party and a customer service representative. Depending on the scenario you can escalate from chat to a rich-media session or a full-fledged meeting with audio and video.

Both portlets are available for download from the IBM Collaboration Solutions Catalog hosted at IBM Greenhouse.

Personal Advisor Portlet

Allows an authenticated portal user initiate a chat session with a designated customer service representative.

Support Portlet

Allows anonymous portal users to chat with the next available customer service representative.

The Sametime portlets are standard components of the IBM Exceptional Digital Experiences for Industry application templates.

Accelerate business processes and decision making with Sametime and IBM Kenexa Talent Suite

The IBM Kenexa Talent Suite is a cloud-based workforce solution that makes it easier for organizations to recruit, onboard, assess, and retain top talent.

Talent Suite leverages IBM's enterprise social platform to help you save time and increase productivity by combining the science to understand talent, the social tools to connect them and the employee experience to engage them.

Integration

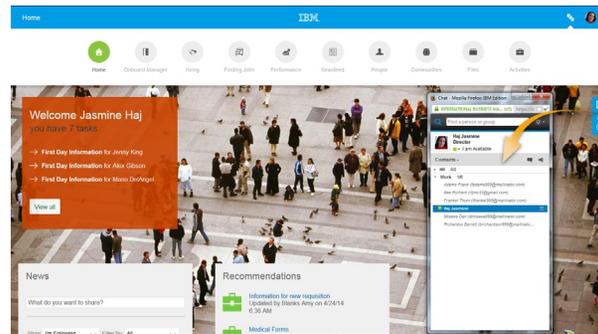


Figure 15. Sametime presence and instant messaging on IBM Talent Suite

Talent Suite provides access to personalized information and collaboration tools including Sametime to help you and your teams work more efficiently and accurately.

Sametime is everywhere on the Talent Suite user interface. The integration brings Sametime presence and chat from IBM SmartCloud for Social Business in true SaaS fashion with zero overhead and maintenance costs.

Get the superior Sametime experience on Microsoft Office applications

A little over a third of all Sametime customers use Microsoft Office applications including Outlook and SharePoint for email and content creation and sharing. This is thanks to Sametime's ability to integrate with Microsoft Office, Outlook and SharePoint.

The integration includes the following features:

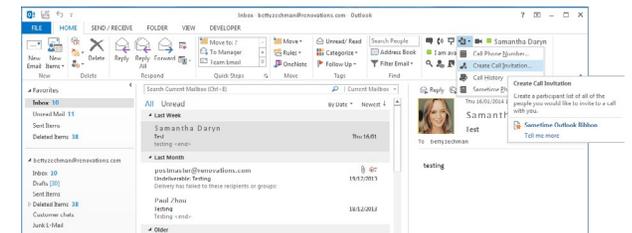


Figure 16. Sametime services on Microsoft Outlook 2013

Integration

Sametime Connect Integrator for Microsoft Outlook

Sametime 9 integrates with Office 2010 and later (including Office 2013) as a ribbon tab or group. In older versions of Office it appears on the user interface as a toolbar. It provides quick and easy access to many Sametime features, including chat, audio and video calls, meetings, and availability status.

Sametime Meetings Integrator for Microsoft Outlook

Lets you manage Sametime meetings from your Microsoft Outlook calendar and automatically add meeting room information to your Microsoft Outlook meeting invitations.

Sametime Connect Integrator for Microsoft Office

Adds Sametime menus to Microsoft Office versions prior to Office 2013 in Word, Excel, and PowerPoint via SmartTags.

Sametime Connect Integrator for Microsoft SharePoint

Provides Sametime availability for contact list names in SharePoint pages. You can also hover your mouse over a name to show a list of menu options to carry out tasks for that person. This works with Internet Explorer only.

Sametime Instant Share

Lets you share an application, a portion of your screen, or your entire screen with colleagues, even if they are not in the same physical location as you. If you have this feature, an Instant Share icon displays in the Sametime group in Word, Excel, and PowerPoint.

In addition to built-in integration with the greater IBM collaboration portfolio and Microsoft Office Applications, Sametime also provides the tools to integrate the services outlined above into Web and desktop applications in the context of Communication-enabled Business Processes of CEBPs. The next section covers these capabilities in detail.

Communication-Enabled Business Processes

Communications-enabled business processes (CEBPs) are defined in various ways. Telephony vendors typically define CEBPs as adding voice enablement to user interfaces and moving functionality to phones. IBM takes a broader view: CEBPs are business processes wired for collaboration through communication. In other words, communication provides a set of channels to enable those parts of a business process where human interfaces and collaboration help complete a process efficiently—and improve the quality of the process outcomes.

Where might CEBPs be useful? Business applications often require human intervention, some of which can be anticipated while others are unpredictable and unstructured. Task workers (in customer service, multichannel marketing and problem resolution) or knowledge workers often need to define a process as well as the data and people needed to complete it. Other business processes trigger situational alerts to which others react as appropriate. Sametime software can be used to enable all of these types of business processes.

IBM Sametime provides out-of-the-box integration with many applications that are used in CEBPs as discussed in the previous section. Additionally, IBM Sametime clients

and toolkits enable “the last mile” in the decision-making chain of a business process to be people-centric when needed to maximize the quality of the process outcome.

The Sametime SDK

The Sametime Solution Development Kit (SDK) is the primary toolset for implementing CEBPs using IBM Sametime.

The Sametime SDK offers a rich and diverse collection of toolkits that facilitate both server-side and client-side integration with collaboration and line-of-business applications and with third-party telephony and telepresence systems.

On the client-side, Sametime leverages the Eclipse programming model to allow embedding business process logic into the Sametime Connect client. This is particularly useful in scenarios where the people-centric aspect of a business process drives the workflow.

Sametime also provides toolkits to embed Sametime services into the business applications that drive the workflow. This works well in scenarios where access to people is needed in-context and the data-centric aspects of the business process drive the workflow.

The Sametime SDK is available for download free of charge from [IBM developerWorks](#).

Communication-Enabled Business Processes

Communication-Enabled Business Processes

The TCSPI Toolkit

TCSPI stands for Telephony and Conferencing Service Provider Interface. The TCSPI Toolkit provides tools to build server-side adapters to surface audio, video and telephony services into Sametime.

You can use the TCSPI Toolkit to integrate, for instance, call control, telephony presence, voice mail, call routing and other services provided by both, TDM and IP PBXs. You can also build adapters to integrate audio conferencing services with call management features into the Sametime Connect client. TCSPI adapters can also be used to integrate enterprise audio and video systems into the Sametime Connect client and the Sametime Meetings client.

IBM works very closely with the leading vendors to provide standard TCSPI adapters for the most popular PBXs and video MCUs. We also have partnerships with the leading audio conferencing providers to provide seamless integration of their services with Sametime.

The Client Telephony Toolkit

The Client Telephony Toolkit provides client applications with access to telephony and audio and video services.

The Client Telephony Toolkit leverages Sametime's native media services infrastructure. You can use it to customize video layouts and provide a richer user experience.

Introducing communications services into business processes doesn't involve just providing rich toolkits and APIs. It also requires flexibility when it comes to administering the environment that provides the required communication channels. It also requires that this be done securely and reliably.

Sametime can do all that. The next section provides a high-level overview of Sametime's administration and security capabilities.

Administration

Administration

Sametime is an integrated environment composed of multiple server components. This makes the platform very flexible when it comes to on-premises deployment options. The IBM Serviceability Tool for Sametime is there to help you get started.

The IBM Serviceability Tool for Sametime

Planning a Sametime deployment is easy with the IBM Serviceability Tool for Sametime. The tool is a validation engine that checks your deployment decisions against best practices embedded into the tool's rules engine.

The IBM Serviceability Tool is an Eclipse-based desktop application. It consists of the following four components.

Configuration Validator

The Sametime Configuration Validator is a plug-in designed to load the entire configuration information for your Sametime environment, and validate the configuration. It examines configuration settings to verify consistency, and then produces a Configuration Report.

Sametime Support Bot

The Sametime Support Bot plug-in provides a Sametime bot within a Sametime Community. Sametime users can contact the Sametime bot and receive automated responses that can be used for troubleshooting or for reporting a Sametime issue. Data is collected, and then administrators can generate a PDF report of the collected data to submit to IBM Support.

Community Monitoring

The Sametime Community Monitoring plug-in provides a view for monitoring the Sametime Community Statistics generated. Updates can be configured from 5 seconds to 10 minutes. Administrators can monitor multiple community servers and see totals, such as current logins for example, across all servers and for individual servers. This component is for live monitoring only.

Sametime Deployment Planner

The Sametime Deployment Planner is a plug-in that helps to expose what the new Sametime 9 servers and features have to offer. Additionally, it reveals tips and tricks for successfully planning and deploying the environment.

The IBM Serviceability Tool for Sametime got a major update with the introduction of Sametime 9. It now provides the following capabilities:

- Diagnostic analysis and viewing with custom filtering
- New features on the Configuration Validation module:
 - LDAP server integration, which allows direct validation with the LDAP server if available,
 - A Policy Summary view coming directly from the Systems Console and the Meetings Server if available.

- A new Configuration Compare view that allows you to see two different server configurations side by side so you can spot the differences
- Two new features on the Network Mapping and Monitoring module:
 - The ability to trace-route your workspace network via a graphical map showing the servers added to the network and the addressable nodes in between relative to the tool,
 - The ability to monitor server status via ping if the servers are available.
- A brand new built-in help system.

The IBM Serviceability Tool for Sametime is available for download free of charge from [IBM Greenhouse](#).

The Sametime Systems Console (SSC)

Deploying and administering an on-premises Sametime environment is easy thanks to the Sametime Systems Console.

The SSC is a WebSphere Application Server application delivered via the Integrated Solutions Console, a standard deployment environment based on guided activities used across the IBM software portfolio for deploying server components.

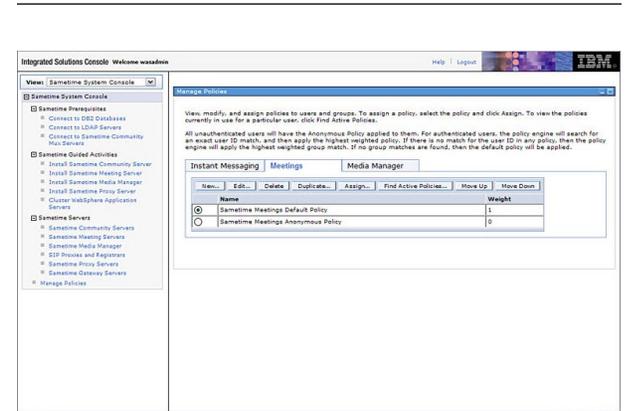


Figure 17. The Sametime System Console

Administrators create individual deployment plans for the various Sametime server components. The tool then “pushes” those deployment plans to the designated servers. Deployment plans included guided activities with step-by-step instructions that the tool executes during the installation and configuration process.

Sametime 9 server components can be deployed on a shared IBM WebSphere Application Server instance, which reduces the environment’s hardware footprint.

Once a Sametime environment is running in production administrators use the SSC to administer the environment and to manage user policies and feature entitlements.

Administration

Managing user policies and feature entitlements

Sametime provides a rich set of policies that allow tailoring what users and groups can do, what services they can consume and the types of interactions they can have with other users.

Policies manage individual users and groups by enabling or disabling features for instant messaging, meetings, and voice and video. Upon installation all users are assigned to a default set of policies. Administrators can then use the SSC to assign individual users to different policies; they can also create groups and assign groups to specific policies as needed.

Sametime 9 allows controlling the following capabilities through administrative policies:

Instant messaging:

- Force default server community
- Allow multiple server communities
- Allow Sametime Gateway communities
- Allow people to save chat transcripts
- Limit contact list size
- Allow mobile clients
- Allow custom emoticons
- Allow screen capture
- Restrict image sizes
- Allow file transfer through server
- Allow file peer-to-peer file transfer
- Exclude certain file types from being transferred
- Allow user to install plugins

Administration

Security

Sametime is built on two highly secure middleware technologies. The Sametime Community Server runs on top of IBM Domino. All other components with the exception of the VMCU and Sametime Unified Telephony's Telephony Control Server (TCS) are based on IBM WebSphere Application Server.

This means all Sametime server components rely on the native security infrastructure provided by Domino and WebSphere Application Server respectively. The VMCU and the TCS are native GNU Linux applications that take advantage of the security capabilities inherent to the GNU Linux platform.

IBM Sametime supports the U.S. government-defined security requirements for cryptographic modules known as FIPS 140-2 (Federal Information Processing Standard 140-2). Starting with version 9, Sametime also supports the new US Government SP800-131A encryption standards.

Administration

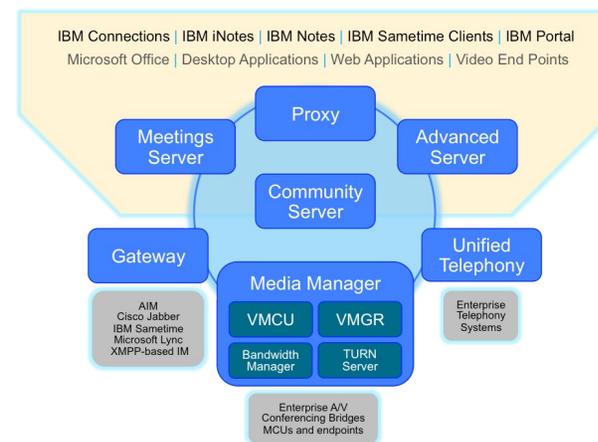


Figure 18. The Sametime architecture

Administration

Community Server security features

The Sametime Community Server is a Domino-based implementation of the Virtual Places protocol. Virtual Places is a highly secure, natively encrypted protocol for real-time communications that's unique to Sametime.

As pointed above, Sametime 9 complies with the US Government SP-800-131A. Compliance with this new standard required upgrading the encryption algorithm for Virtual Places to support TLS with longer encryption keys than in previous versions.

The Community Server brokers authentication services for all Sametime server components. Users authenticate via the Community Server using LTPA and LTPA2 tokens, TLS or SAML.

Security features of WebSphere Application Server-based components

WebSphere Application Server provides configuration facilities that allow administrators to secure both, the administrative applications and services that are used to manage and configure the environment (Global Security) and the individual applications running in that environment (Administrative Security).

This tiered approach provides a robust security infrastructure that has contributed to make WebSphere Application Server the middleware platform of choice for mission-critical enterprise applications all around the world. Sametime takes full advantage of these capabilities.

- **Global Security settings** apply to all administrative functions and provide the default settings for user applications. Sametime 9 WebSphere components share a common Global Security configuration in a distributed network-deployment install.
- **Administrative Security** provides the core of the security structure for WebSphere Application Server. The Sametime 9 installation process activates Administrative Security at install time and assigns it to the user who was specified in the deployment plan.
- The primary function of administrative security is to prevent unauthorized access to the WebSphere processes. Administrative functions are secured based on predefined roles that have been assigned to users or groups, and each role carries a specific amount of authority over WebSphere runtime activity.

The following is a quick overview of the security features of the various WebSphere-based Sametime server components.

Sametime Meetings Server security features

The Meetings Server uses form-based authentication based on WebSphere's built-in authentication handlers. It supports SSL encryption over HTTP and, starting with Sametime, SAML-based authentication.

Administration

Sametime Proxy security features

By default the Sametime Proxy server supports SSL encryption to secure the HTTP traffic between the Web client, the Sametime mobile apps and Sametime Proxy. It also supports third-party certificates and SAML-based authentication.

Sametime Advanced Server security features

The Sametime Advanced Server provides the infrastructure needed to support Broadcast Communities and Chat Rooms (see the *Community Collaboration* section). It uses the MQ Telemetry Transport (MQTT) protocol for that purpose. MQTT implements publish-subscribe persistent connections and can be secured using SSL encryption.

Sametime Media Manager security features

The Sametime Media Manager uses SIP to provide support for point-to-point (P2P) and multi-point calls. It is designed to support standard audio and video codecs so that it works with other external audio and video vendors.

By default the Sametime Media Server components are configured to use TLS encryption to secure the SIP protocol used to set up audio and video sessions. It also supports third-party certificates.

The Sametime Media Manager includes various components, each with its own security infrastructure. For details please consult the [Sametime Wiki](#).

Sametime Gateway security features

The Sametime Gateway federates presence and real-time collaboration with external instant-messaging communities. It supports the standard Extensible Messaging and Presence Protocol (XMPP) and SIP federation via TCP, TLS, Simple Authentication and Security Layer (SASL) or dial-back.

With version 9, the Sametime Gateway is also compliant with the US Government SP800-131A encryption standard on both ends: when connecting to the Community Server using Virtual Places, and when connecting to external instant messaging environments using XMPP or SIP.

Sametime System Console security features

The SSC redirects to HTTPS once the administrator logs in. It also supports connection encryption with third-party TLS certificates.

Sametime Unified Telephony security features

The security infrastructure around Sametime Unified Telephony spans both, the server components, and the Sametime Connect client, which provides the runtime for the Sametime Softphone.

The Softphone uses the same authentication mechanism as the Sametime Connect client. The Softphone then authenticates using the same credentials over a TLS-secured connection to register with the Sametime Media Manager's SIP Proxy/Registrar.

Sametime Unified Telephony uses SRTP for media transport, which provides confidentiality, message authentication, and replay protection to media traffic such as audio and video. This protocol:

- Protects the user from eavesdropping, packet spoofing, and message replay
- Offers increased security by providing confidentiality for RTP by encrypting the payloads
- Achieves integrity for the RTP packets along with replay protection
- Has an extensible framework that permits upgrading to new cryptographic algorithms
- Provides security for unicast and multicast applications

As mentioned above, Sametime Unified Telephony supports TLS through the IP Security (IPSec) standard. TLS encrypts SIP signaling traffic, guaranteeing message confidentiality and integrity.

Sametime Unified Telephony also supports SRTP (as described above) via Session Description Protocol (SDP) and Security Descriptions for Media Streams (SDS). SRTP provides media stream security and the Session Description Protocol (SDP) handles key management.

Client-level security

Sametime supports a variety of clients. All clients support standards-based security protocols and frameworks for authentication, identification and encryption.

Sametime Connect client security features

The Sametime Connect client uses the IBM Expeditor framework to handle authentication and identification. Passwords are encrypted using PBE with MD5 and DES encryption and are stored in a JCEKS keystore, which uses PBE with Triple DES.

The Sametime Connect client version 9 is compatible with the US Government's SP800-131A encryption standards.

Sametime Web and Mobile clients security features

The Sametime Web clients for chat and meetings as well as the Sametime Mobile apps authenticate through the Sametime Proxy and connect using SSL over HTTP.

As mentioned above, Sametime is an integrated, flexible platform. Flexibility means choices and, in the case of Sametime, it means platform choices. The next section covers Sametime's extensive platform support in detail.

Administration

Platform support

Platform support

Sametime runs on more server platforms than any of its competitors and it supports the leading client platforms as well.

Starting with Sametime 9 platform support is a more fluid affair than in previous versions. IBM has adopted a continuous-delivery model for evolving its software portfolio. This allows Sametime to tweak the platforms and platform versions it supports more dynamically than before.

Supported server, desktop and mobile platforms

The Sametime server components support the following server platforms:

- IBM AIX
- IBM i
- Microsoft Windows Server
- Red Hat Enterprise Linux Server
- SUSE Linux Enterprise Server

The Sametime Connect client supports the following client operating systems:

- Apple OS X
- Canonical Ubuntu Desktop
- Microsoft Windows
- Red Hat Enterprise Linux Workstation (RHELW)
- SUSE Linux Enterprise Desktop (SLED)

The Sametime Mobile apps support the following mobile operating systems:

- Apple iOS
- BlackBerry OS
- Google Android

For details regarding supported versions, restrictions and the latest information on all supported operating system platforms please consult the [Operating Systems for Sametime Complete 9.0 software product compatibility report](#).

Supported virtualization platforms

Sametime 9 supports the following hypervisors:

- IBM PowerVM Hypervisor
- Microsoft Hyper-V Server
- Red Hat KVM
- VMware ESXi

For information regarding supported versions, support limitations and the latest on this topic please consult the [Hypervisor Support for IBM Sametime 9.0 software product compatibility report](#).

Platform support

Supported Web browsers

The Sametime Web clients for chat and meetings support the following Web browsers and operating systems:

- Apple Safari (OS X)
- Google Chrome (OS X, RHELW, SLED, Ubuntu, Windows)
- Microsoft Internet Explorer (OS X, RHELW, SLED, Ubuntu, Windows)
- Mozilla Firefox (OS X, RHELW, SLED, Ubuntu, Windows)

Most Web browsers today have extremely short development cycles. In many cases the move from one version to the next not only adds functionality to the browser's code base but also removes internal components as the product evolves. This sometimes causes compatibility to break and it imposes support limitations on the products that run on those Web browsers.

This is an issue that impacts all software products that use Web browsers as clients. Sametime is not exempt from these situations. For the latest information on support levels for the Web browsers listed above please consult the [Related Software \(Web Browsers\) for IBM Sametime Complete 9.0 software product compatibility report](#).

Supported middleware platforms

As described in the Security section above, Sametime 9 supports the following application servers:

- IBM Domino
- IBM WebSphere Application Server

Sametime 9 supports IBM DB2 for application and data storage on all WebSphere Application Server-based server components.

Both, Domino and WebSphere Application Server rely on Java as the underlying technology supporting the Sametime server components. Sametime 9 supports the IBM Runtime Environment, Java Technology Edition, and Oracle's Sun Java SDK/JRE/JDK.

Sametime 9 supports the following directory servers:

- IBM Domino (native directory and LDAP)
- IBM Tivoli Directory Server
- Microsoft Active Directory
- Novell eDirectory

For the latest information regarding supported versions and limitations please consult the [Related Software \(Middleware\) for IBM Sametime 9.0 Complete software product compatibility report](#).

Product family and licensing

Supported collaboration and VDI products

As indicated in previous sections Sametime 9 supports the following collaboration products:

- IBM Connections
- Microsoft Office

Sametime 9 provides support for Citrix's XenApp virtual desktop interface (VDI) platform.

For the latest information on supported versions and support limitations please consult the [Related Software \(Collaboration and VDI\) for IBM Sametime Complete 9.0 software product compatibility report](#).

Sametime's flexibility goes even further than just supporting a broad range of platforms and technologies. Your choices include not just what to deploy and where from a technical standpoint. You also have choices on how to buy and license the Sametime platform.

The next section provides a high-level overview of the offerings under which you can buy, deploy and consume Sametime 9.

Product family and licensing

You can buy Sametime in various ways. The platform is available via standalone offerings and as part of broader offerings called bundles that include other products from the IBM software portfolio.

Standalone Sametime offerings

The Sametime licensing model for standalone offerings is very simple: one named user, one license. Sametime does not license servers or clients. A named user can install the Sametime Connect client in as many workstations as he or she deems necessary, or connect via as many Web browsers as needed, or install the Sametime mobile apps on multiple devices without incurring in any license violations.

As covered in the *What's New in Sametime 9* section, Sametime now comes in four standalone offerings structured for specific communication use cases. Each offering entitles a set of features to the corresponding named users. While there are no restrictions on clients or servers there are strict restrictions on feature entitlements.

This is a functional approach to packaging and pricing. It makes the platform easier to buy and consume. It also makes it easier to upgrade when requirements change and there's a need for additional functionality.

Previous versions of Sametime were packaged based roughly on features per server. Upgrading, for instance, from Sametime Entry, which entitled customers to install the Community Server and the Proxy, to Sametime Standard meant deploying the Meetings Server, the Gateway and the Media Manager. Upgrading to Sametime Advanced meant deploying the Advanced Server.

The new packaging model is not based on what's available on each server but on how features work together for one-to-one communications, Web conferencing, full-fledged social communications and telephony integration scenarios in combination with one-to-one and social communications. You deploy the servers you need for the features you need.

Product family and licensing

IBM Sametime Communicate

Communicate provides all the functionality needed for one-to-one communications. It includes the following capabilities:

- Rich presence
 - Automated geographic awareness
 - User alerts and privacy lists

- Enterprise instant messaging
 - Rich text and emoticons
 - Offline messaging
 - Single, multi-file and folder transfer over chat
 - Screen capture and annotations
 - Federation with 3rd-party IM services
- Community collaboration tools
 - Community announcements
 - Community chat
 - Skill Tap
 - Instant polls
 - Chat rooms
- Voice, video and telephony
 - Peer-to-peer voice and video
 - Softphone
 - Bandwidth management
- Clients
 - Sametime Connect client
 - Sametime Web Chat client
 - Sametime Mobile app
- Integration
 - 3rd-party plug-ins for Sametime Connect
 - Sametime SDK

The license includes an entitlement for external collaboration at no added cost.

IBM Sametime Conference

Conference is structure to provide everything you need for Web conferencing. It's easy to deploy and easy to use. It includes the following features:

- Online meetings
 - Reservationless, persistent rooms
 - Multiple rooms per user
 - Document, screen and application sharing
 - Integration with IBM Connections Files
 - Remote control
 - In-room polls
 - In-room group chat
 - Meeting minutes, questions, action items and starred items
 - Annotation tools
 - Server-side recordings
 - Lecture-style meetings
 - Auto-generated activity reports
- Multi-party voice and video
 - Software VMCU and management system
 - Continuous-presence video
 - Dial-out to audio conferencing bridges (requires a 3rd-party gateway)
 - Dial-out to PSTN
 - H.264 SVC encoding technology
 - Bandwidth management

- Clients
 - Sametime Web Meetings client
 - Sametime Mobile Meetings app
- Integration
 - Server-side and Web toolkits

The license includes an entitlement for external collaboration at no added cost.

IBM Sametime Complete

Complete is essentially the whole package: Communicate and Conference together plus:

- Enterprise instant messaging
 - Continuous-presence Video Chat
 - Instant screen and application sharing with remote control
- Online meetings
 - Sametime Connect client
 - Scheduled Meetings view
 - Drag-and-drop to invite participants

As with Communicate and Conference, the license includes an entitlement for external collaboration at no added cost.

Product family and licensing

Product family and licensing

Sametime Unified Telephony

Unified Telephony is an add-on to either Communicate or Complete. It includes the following features:

- Unified number service
- Intelligent call routing
- Telephony middleware for integrating multi-vendor telephony infrastructures

The *Appendix* section includes detailed information on individual capabilities by client and offering as well as which server components are included in each of the standalone offerings outlined above.

Sametime as part of IBM software bundles

Sametime's capabilities are bundled into a variety of other IBM offerings designed to target specific business roles. These include:

Sametime Limited Use

An entitlement to basic Sametime features bundled into the IBM Notes license. It gives Notes users access to the following features via the Sametime Connect client embedded in Notes:

- Contact list
- Presence awareness
- One-to-one chat
- Group chat
- Rich text
- Timestamps
- Emoticons
- Business card display
- Announcements
- Privacy lists
- Quick Find
- Type-ahead for contact names
- Spell checking

IBM Connections Suite

Connections Suite is IBM's flagship Social Business offering for on-premises deployments. It features Connections, Connections Content Manager and Sametime Complete under a common license.

Advanced Case Management

Advanced case management is a solution designed to optimize outcomes by gaining more value out of the wealth of information in documents and data—whether it's a customer request, loan application or regulatory procedure. ACM automates processes, applies analytics and relies on Sametime presence and instant messaging to bring the right people together to create best-case outcomes.

Product family and licensing

Defense Operations Platform

IBM Defense Operations Platform (DOP) provides a common, reusable, and interoperable software platform for defense operations. It enables defense customers and systems integrators to rapidly architect, design, develop, test, deploy, and monitor new mission services and applications. DOP includes Sametime Complete as a core communications component.

Intelligent Operations Center

A Smarter Cities solution, Intelligent Operations Center features Sametime presence and instant messaging. It enables cities to manage large complex environments, communicate more effectively with citizens, understand the state of the city and collaborate between departments.

IOC also features UnifiedEdge's RadioConnect for Sametime, a powerful solution that enables seamless cross-band Radio-over-IP (RoIP) communication across multiple infrastructures and Sametime's VoIP capabilities.

Social Learning

Social Learning is a solution based on the IBM Kenexa platform. It helps streamline the learning process by applying analytics, helping reveal opportunities to optimize content, improve efficiency, and increase longevity and relevance of the material. It features Sametime presence and instant messaging to facilitate communication among students and between students and instructors.

Services and support offerings

IBM Software Services for Collaboration and select IBM Business Partners offer implementation services for on-premises and cloud deployments of Sametime 9.

Find out more about the technical consulting, training and Software Accelerated Value Program services available to help you accelerate your success with IBM technology. For more information, go to: ibm.com/software/lotus/services

Additionally, financing solutions from IBM Global Financing can enable effective cash management, protection from technology obsolescence, improved total cost of ownership and return on investment. Also, our Global Asset Recovery Services help address environmental concerns with new, more energy-efficient solutions. For more information on IBM Global Financing, visit: ibm.com/financing

For more information

To learn more about IBM Sametime please contact your IBM representative or local IBM Business Partner, or visit: ibm.com/sametime

Appendix

IBM Sametime 9 capabilities by client

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Login, Presence and Availability Status	X	X	X	X	X
Alert when detecting a new geographic location	X				
Change status automatically based on inactivity	X			X	X
Change status automatically upon locking the device	X			X	X
Change status based on scheduled meetings on my calendar	X			X	X
Change status when application is in the background			X		X
Connect to a community server via direct connection	X				
Connect to a community server via direct connection with TLS	X				
Connect to a community server via HTTP	X	X	X		

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Connect to a community server via HTTPS	X	X	X		
Connect to a community server via proxy	X				
Create custom messages for each availability status	X		X		
Define notification settings for alerts	X				
Define notification settings for announcements	X				
Define notification settings for broadcast tools	X				
Define notification settings for calendar events	X				
Define notification settings for chat room alerts	X				
Define notification settings for invitations to meeting rooms	X				
Define notification settings for multi-party chat sessions	X				
Define notification settings for one-to-one chat sessions	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Define notification settings for scheduled calendar meetings	X				
Define notification settings for voice and video calls	X				
Detect location changes automatically	X		X		
Enable Live Text for person names and/or phone numbers	X				
Log in to all registered communities simultaneously	X				
Log in to individual communities	X	X	X		
Log out from all registered communities simultaneously	X				
Log out from individual communities	X	X	X		
Prompt to edit current status message upon changing statuses	X				
Register multiple communities	X		X		
Remain online for a specific period of time (3 days by default)			X		

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Select availability status upon login	X	X	X		
Set the application language	X				
Set the default availability status message upon login	X		X		
Share geographic location with others	X		X		
Accessibility	X				
Optimize chat transcripts for screen readers	X				
Optimize notification settings for screen readers	X				
Use arrow keys to place focus in contact search results	X				
Use less verbose chat window status events	X				
Mirror (my own business card)	X	X			

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Change availability status from the mirror	X	X			
Display or hide communities and preferred devices bar	X				
Show latest status update from IBM Connections	X				
Navigation Ribbon	X	X	X	X	X
Undock panels from anchor window	X				
Show and hide panels	X	X		X	X
Contact and Contact List Management	X	X	X		
Add contact to device contact list			X		
Add new contact	X	X	X		
Add new group	X	X	X		
Add new server community	X		X		
Change contact list font	X				
Clean contact list	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Create and manage emoticon palettes	X				
Disable displaying contact pictures on the contact list			X		
Display availability status on contact list	X	X	X		
Display business card for selected contact on click	X	X	X		
Display business card for selected contact on hover	X				
Display custom community icons on contact list	X				
Display mobile device icons on contact list	X	X	X		
Display offline contacts on contact list	X	X	X		
Display online contacts only on contact list	X	X	X		
Display telephony presence on contact list	X				
Edit a contact's nickname	X	X	X		

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Expand and collapse all groups on the contact list	X	X	X		
Export contact list to a multi-server community file	X				
Export contact list to the selected server community file	X				
Hide all contacts when offline	X				
Import contact list from a multi-server community file	X				
Import contact list from server	X				
Import contact list from the selected server community file	X				
Notify when a contact is added to the contact list	X				
Notify when an event includes 10 or more people	X				
Notify when chat partners close the chat session	X	X			
Notify when contact list grows beyond allowed threshold	X				
Notify when contact list is close to the maximum allowed size	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Refresh contact information	X				
Remove group from contact list	X	X	X		
Rename group	X	X	X		
Reset contact nicknames	X				
Save expansion groups on exit		X			
Show contact short names on the contact list	X	X	X		
Show contacts from the selected server(s) on the contact list	X	X	X		
Sort contacts alphabetically on the contact list	X	X	X		
Sort groups alphabetically on the contact list	X		X		
Synchronize the local contact list with the server	X				
Undock contact list from main window	X				
View of hide status bar	X				
View or hide contact list	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Privacy Lists	X	X			
Allow external contacts on the list to see my online status	X				
Allow list members to see me when I'm online	X	X			
Let list members see me when my status is Do Not Disturb	X				
Prevent external contacts on the list from seeing me	X				
Prevent list members from seeing me when I'm online	X	X			
Business Card	X	X	X		
Display custom information on business card	X	X			
Display photograph on business card	X	X	X		
Display profile information	X	X	X		
Show presence and availability status on business card	X	X	X		
View or hide hovering over business cards	X				
Chat	X	X	X		

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Add current chat partner to the contact list	X	X	X		
Add current chat partner to your Favorites list	X		X		
Allow displaying chat partner status updates on transcript	X				
Allow displaying datestamps on chat transcripts	X		X		
Allow displaying emoticons on chat transcripts	X	X	X		
Allow displaying timestamps on transcripts	X		X		
Always use my font settings (ignore those of others)	X				
Close the chat window using ESC	X				
Display chat partner's business card on the chat window	X	X			
Escalate to a meeting from the current chat session	X	X			
Escalate to Video Chat from the current chat session	X		X		
Escalate to Voice Chat from the current chat session	X		X		

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Invite others to the current chat session	X	X	X		
Invite selected contact to a new chat session	X	X	X		
Invite selected contacts to a new group chat session	X	X	X		
Open chat history for the current session	X	X			
Post custom emoticons	X				
Post rich text to the chat session (B,I, U, colors, background)	X	X	X		
Post URLs	X	X	X		
Send announcements to selected contacts	X	X	X		
Set text direction (left-to-right, right-to-left)	X				
Set the chat transcript font	X				
Set location for saving Instant Share screenshots	X				
Start an Instant Share session from the current chat session	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Use tabbed windows for multiple chats (horizontal or vertical)	X				
Use the ENTER key to send a new message	X				
Use the ENTER key to insert a new line	X				
Offline Messages	X				
Display offline messages	X				
Soft Phone for Voice and Video Chat	X		X		
Adjust audio hardware selections (speaker, microphone)	X		X		
Adjust audio volume (speaker, microphone)	X		X		
Adjust video layouts	X				
Allow disabling microphone boost	X				
Allow video over Wi-Fi only			Tablets		
Allow voice only			X		
Display call information	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Display call performance (media statistics)	X				
Enable and disable voice and video			Tablets		
Full-screen video	X		Tablets		
Hide your video preview	X		Tablets		
Hold call	X		X		
Invite selected contact to a new Video Chat session	X		Tablets		
Invite selected contact to a new Voice Chat session	X		X		
Invite selected contacts to a new multi-way Video Chat session	X				
Invite selected contacts to a new multi-way Voice Chat session	X				
Leave call	X		X		
Moderator controls (mute all, unmute all, lock call)	X		Tablets		
Mute and unmute your microphone	X		X		
Pause your video	X		Tablets		

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Save call history			X		
Set A/V hardware (camera, microphone, speakers, ringing)	X		X		
Telephony	X		X		
Call a phone number using the dial pad	X		X		
Call selected contact's Unified Number	X		X		
Create a call invitation for one or more contacts	X				
Enable using Sametime Unified Telephony rules for calls	X		X		
Forward a running call to another person	X				
Override Sametime Unified Telephony Rules			X		
Set preferred devices	X				
Transfer a running call to another device	X				
Use a ring-back number for outgoing calls	X		X		

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Use the device for outgoing calls			Phones		
Use the Sametime Soft Phone for outgoing calls	X		X		
Chat History	X		X		
Allow saving opened chats across sessions	X				
Copy chat history transcript to clipboard	X				
Delete chat history after a specific period of time			X		
Delete selected chat history transcript	X		X		
Display background highlighting on saved chat transcripts	X				
Display chat transcripts between two users (current day only)	X				
Launch chat history window	X		X		
Print chat history transcript	X				
Prompt to allow saving chat history	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Save chat history automatically	X		X		
Save chat history transcript as plain text	X				
Save chat history transcript as rich text	X		X		
Search chat history	X		X		
Search chat history for selected contact only	X		X		
Select all chat history transcripts	X		X		
Set a custom location for saving chat transcripts	X				
Sort chat transcripts by date	X				
Sort file transfer history by date	X				
View additional profile information on chat history window	X				
View chat history participants' business cards and status	X				
View file transfer history	X				
View history for all chat sessions	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
View history for multi-person chat sessions	X				
Call History	X				
Add call history entry to phone book	X				
Call a person or number on your call history	X		X		
Delete all call entries	X		X		
Delete call entries in current view	X		X		
Delete selected call entry	X		X		
View all calls on call history window	X		X		
View missed calls on call history window	X		X		
View places calls on call history window	X		X		
View received calls on call history window	X		X		
Phonebook	X				
Add selected Phonebook contact to the main contact list	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Call selected Phonebook contact	X				
Copy own Unified Number to the clipboard	X				
Create new audio conferencing number	X				
Create new personal contact	X				
Remove contact from Phonebook	X				
Search contact	X				
File transfer	X				
Send a folder to a single user over the current chat session	X	X			
Send a single file to a single user over the current chat session	X				
Send a single file to multiple users over current group chat	X				
Send multiple files to a single user over current chat session	X				
Screen Capture	X				
Adjust annotation line width from 1 to 4 points	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Annotate screen capture using arrows	X				
Annotate screen capture using ellipses	X				
Annotate screen capture using freehand lines	X				
Annotate screen capture using rectangles	X				
Annotate screen capture using straight lines	X				
Capture a region of your screen and send it through chat	X	X			
Change drawing color	X				
Clear annotations	X				
Copy screen capture to the clipboard	X				
Print screen capture	X	X			
Recapture and send directly from the screen capture window	X	X			
Save screen capture as BMP, JPG or PNG to local storage	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Alerts and Alert Management	X				
Add alert for a given contact	X				
Add an optional note to an alert for a given contact	X				
Alert me when meetings are about to start	X				
Alert me when selected contact is available	X				
Do not play a sound when triggering an alert	X				
Make an alert recurring	X				
Modify existing alerts for a given contact	X				
Play a custom sound file when triggering an alert	X				
Play default notification sound when triggering an alert	X				
Remove all alerts for a given contact	X				
Remove all status alerts	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Remove an alert for a given contact	X				
Remove status alerts by contact	X				
Set alert when selected contact becomes available	X				
Set alert when selected contact becomes unavailable	X				
Set alert when selected contact goes offline	X				
Favorite Contacts	X		X		
Display favorite contacts as a picture matrix	X				
Display favorite contacts as list	X		X		
Display frequent contacts	X				
Display primary contacts	X				
Display recent contacts	X				
Meeting Invitations	X			X	
Add meeting invitees by name	X			X	
Invite selected contact to a meeting room	X		X	X	

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Remove meeting invitees from the meeting invitation	X			X	
Search meeting invitees by name	X			X	
Select either a persistent or an instant meeting room	X			X	
Select meeting room server to host the meeting	X				X
Select whether to use selected meeting room as the default	X				
Meetings and Meeting Server Management	X				
Connect to multiple Meetings Servers	X				X
Display scheduled meetings from calendar	X				X
Meeting Rooms and Meeting Room Management	X			X	
Allow all participants to download from meeting room library	X			X	X
Allow all participants to present and add content	X			X	X

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Allow only authenticated users to download from library	X			X	X
Allow only room owners, managers to present and upload	X			X	X
Allow only selected participants to present and add content	X			X	X
Change your presence and status from the meeting room	X			X	
Copy meeting room URL to clipboard	X			X	
Create meeting report for the current session	X			X	
Create meeting reports for a specific session	X			X	
Create meeting room	X			X	X
Delete meeting room from server	X			X	X
Designate meeting room managers	X			X	X
Display meeting rooms for selected contact	X			X	

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Display my meeting rooms by server	X			X	X
Display recent meeting rooms	X			X	X
Do not allow anyone to download from meeting room library	X			X	X
Edit meeting room settings	X			X	X
Join meeting room	X			X	X
Remove all content from the meeting room	X			X	X
Search meeting rooms by owner	X			X	X
Search meeting rooms by room name	X			X	X
Set preferred meeting room client (Connect or Web)	X				
Set meeting room as hidden	X			X	X
Set meeting room for lecture-style meetings	X			X	X
Set meeting room for managed access	X			X	X
Set meeting room password	X			X	X

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Save meeting room password	X				X
Set the number of recent meeting rooms to display	X				
Sort meeting rooms by active participants	X				
Sort meeting rooms by last access	X				X
Sort meeting rooms by meeting room name	X			X	X
View meeting room information	X			X	X
View network performance	X			X	
Meeting Rooms and Meeting Room Management	X			X	X
Navigate slides (first, previous, next, last)	X			X	X
Scale content to fit shared area	X			X	X
Select which monitor to share if you have multiple monitors	X			X	
Set sharing quality (fastest speed, normal, highest quality)	X			X	

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Share a file from the meeting room library	X			X	X
Share a section of your screen through a resizable frame	X			X	
Share a running application	X			X	
Share content in full-screen mode	X			X	
Share your entire screen	X			X	
Show content in its original size	X			X	
Annotation tools	X			X	X
Eraser	X			X	X
Highlighter (yellow, pink, blue, green)	X			X	X
Pointer	X			X	
Shared Content Preview	X				X
Flip back to previous slides on private view					X
Flip forward to next slides private view					X
Show preview in private view					X

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Show preview when presenting	X				X
Meeting Stream	X			X	X
Clear the meeting stream	X			X	X
Copy meeting stream contents to the clipboard	X				
Create a meeting report from the meeting stream	X			X	
Customize discussion items shown on the meeting stream	X			X	X
Post content to the meeting stream (group chat, minutes, action items, questions, starred items)	X				X
Post emoticons to the meeting stream	X				X
Post rich text to the meeting stream (bold, italics, underlined)	X			X	X
Post URLs to the meeting stream	X			X	X
Show discussion only on the meeting stream	X			X	X

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Show everything on the meeting stream	X			X	X
Show meeting events on the meeting stream	X			X	X
Show poll results on the meeting stream	X				X
Undock meeting stream panel from meeting room window	X				
Voice and Video in Meetings	X			X	X
Adjust audio hardware selections (speaker, microphone)	X			X	X
Adjust audio volume (speaker, microphone)	X			X	X
Adjust video layouts	X			X	
Auto-mute participants upon joining the call	X			X	
Change the layout of incoming video feeds	X			X	
Display call information	X			X	
Display call performance (media statistics)	X			X	

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
End call for all participants	X			X	X
Full-screen video	X			X	X
Hide your video preview	X			X	X
Hold call	X			X	X
Leave call	X			X	X
Moderator controls (mute all, unmute all, lock call)	X			X	
Mute and unmute your microphone	X			X	X
Pause your video	X			X	X
Start call in lecture mode	X			X	X
Start call with a telephone or video device (preferred devices or a new number)	X			X	
Start call with video	X			X	X
Start call with your computer	X			X	
Undock voice and video panel from meeting room window	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Manage Participants from the Meeting Room's Participants Panel	X			X	X
Access participants' business cards from the participants panel	X			X	
Access participants' Connections Profile from the participants panel					X
Access your chat history with individual participants	X				
Add individual participants to the contact list	X				
Add individual participants to the Phonebook	X				
Add individual participants to your Primary Contacts	X				
Change meeting room permissions for individual participants	X			X	X
Create and manage alerts for individual participants	X				
Send email, offline messages, announcements, files and folders to individual participants	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Start one-to-one chat sessions with individual participants	X			X	
Undock the participants panel from the meeting room window	X				
View all participants	X			X	X
View raised hands	X			X	X
View your own permissions	X			X	X
Meeting Room Library and Content Management	X			X	X
Add a file from your Connections Files repository to the meeting room library				X	X
Add a file shared with you on Connections Files to the meeting room library				X	X
Add a link to the meeting room library	X			X	X
Add a local file to the meeting library	X			X	
Add photo to the meeting library (from photo library or take new photo)					X

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Capture a region of your screen, annotate it, upload it to the library and share it	X				
Change a document's display name on the library	X			X	X
Choose to start sharing a file immediately upon loading	X			X	X
Clear the meeting room library	X				X
Copy a document from the library to the device memory					X
Copy document details to the clipboard	X				
Create a poll, send it to the meeting participants, and save it to the meeting room library	X			X	
Download a document from the meeting room library	X			X	X
Open a document from the meeting library using another app					X
Remove a document from the meeting room library	X			X	X

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Send a document from the meeting library via email					X
Share a document from the meeting room library	X				X
Undock the content library from the meeting room window	X				
View a document from the meeting library using the device preview tool					X
View details about documents uploaded to the meeting room library	X			X	X
View library contents alphabetically by name	X			X	X
View library contents by date	X			X	X
Meeting Recordings	X			X	X
Change the default name of a meeting recording media file	X			X	X
Copy link to a meeting recording to the device memory					X
Delete selected meeting recording from the server	X			X	

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Download selected meeting recording from the server	X			X	
Mark selected meeting recording as public or private	X			X	X
Open a meeting recording using another app					X
Play a meeting recording	X				X
Record a meeting	X			X	X
Set the format for meeting recordings (WMV, MOV)	X			X	X
View meeting recordings for a given meeting room	X			X	X
View meeting recordings on the server	X			X	X
Broadcast Communities	X				
Allow incoming broadcasts	X				
Allow multiple answers on an instant poll	X				
Clear the entire list of recent broadcasts	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Create and edit broadcast communities	X				
Delete recent broadcasts individually	X				
Disable incoming broadcasts	X				
Filter incoming broadcasts by community	X				
Filter incoming broadcasts by keyword or by statement	X				
Filter incoming broadcasts by tool	X				
Invite broadcast community members to a group chat	X				
Invite community members to a group chat in addition to sending an announcement	X				
Invite community members to a group chat in addition to sending an instant poll	X				
Join broadcast communities	X				
Leave broadcast communities	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Map broadcast communities to IBM Connections Communities	X				
Search a community FAQs database for answers to Skill Tap broadcasts	X				
Search broadcast community FAQs by keyword	X				
Send a Skill Tap broadcast to a community	X				
Send an announcement to a broadcast community	X				
Send an instant poll (a multiple-choice question) to a broadcast community	X				
View broadcast community FAQs (by most recent, highest rated, question and author)	X				
View broadcast community icon legend	X				
View recent broadcasts by tool	X				
Persistent Chat Rooms	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Add a question-and-answer entry to the chat room's FAQ database	X				
Add content to the persistent chat room library	X				
Add tags to a persistent chat room	X				
Archive persistent chat rooms and their associated contents	X				
Capture a region of your screen, annotate it, upload it to a persistent chat room	X				
Check spelling (manually and automatically)	X				
Create a broadcast community associated to a persistent chat room	X				
Create persistent chat room folders	X				
Create persistent chat rooms	X				
Delete transcript entries from a persistent chat room	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Edit persistent chat room settings (description and password)	X				
Enable and disable persistent chat rooms	X				
Invite other users to a persistent chat room	X				
Launch persistent chat rooms from Sametime Connect or from the Web browser	X				
Manage persistent chat rooms	X				
Open chat room FAQs database	X				
Post rich text to the chat room (bold, italics, underlined, custom colors, custom background)	X				
Search persistent chat room FAQs database by keyword	X				
Search persistent room history (by keyword, within a given time-frame, by participant)	X				
Set alerts by incoming messages into a persistent chat room containing one or more keywords	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
Set alerts by number of active participants in a persistent chat room	X				
Set alerts by number of unread lines in a persistent chat room	X				
Set notification preferences for alert triggers	X				
Show files panel on persistent chat room window	X				
Show persistent chat rooms in separate tabbed windows from regular chats	X				
Sort persistent chat rooms by active users	X				
Sort persistent chat rooms by name	X				
Sort persistent chat rooms by unread messages	X				
Undock the persistent chat rooms panel from the main window	X				

Appendix

	Complete				
	Communicate			Conference	
Capability	Sametime Connect	Sametime Web Chat	Sametime Mobile Chat	Sametime Web Meetings	Sametime Mobile Meetings
View chat room participants in list mode	X				
View chat room participants in picture mode	X				
View persistent chat rooms by activity	X				
View persistent chat rooms by room folder	X				
Integration with IBM Notes	X				

[Appendix](#)

IBM Sametime 9 server components by offering

Component	IBM Sametime Communicate	IBM Sametime Conference	IBM Sametime Complete	IBM Sametime Unified Telephony	IBM Sametime Limited Use
DB2	X	X	X	X	X
WebSphere Application Server	X	X	X	X	X
WAS Proxy	X	X	X	X	
Sametime System Console	X	X	X	X	X
Domino	X	X	X		X
Sametime Community Server	X	X	X	X	X
Sametime Proxy	X	X	X		X
Sametime Advanced Server	X		X		
Sametime Gateway	X		X		
Sametime Meetings Server		X	X		
Sametime Media Manager	X	X	X	X	
Sametime MCU		X	X		
Sametime VMGR		X	X		
Sametime Bandwidth Manager	X	X	X	X	
Sametime TURN Server	X	X	X		
Sametime SIP Proxy	X	X	X		
SUT Telephony Application Server				X	
SUT Telephony Control Server				X	

Appendix



© Copyright IBM Corporation 2014

Lotus Software
IBM Software Group
One Rogers Street
Cambridge, MA 02142
U.S.A.

Produced in the United States of America
August 2014

IBM, the IBM logo, ibm.com, Lotus, Sametime, and WebSphere are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the web at “Copyright and trademark information” at ibm.com/legal/copytrade.shtml

Microsoft and Windows are trademarks of Microsoft Corporation in the United States, other countries, or both.

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates.

The trademarks Research In Motion, RIM, and BlackBerry are owned by Research In Motion Limited and are registered in the United States and may be pending or registered in other countries. IBM is not endorsed, sponsored, affiliated with, or otherwise authorized by Research In Motion Limited.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.

All references to Renovations refer to a fictitious company and are used for illustrative purposes only.

Client success stories are available at ibm.com/software/success/cssdb.nsf

The information contained in this documentation is provided for informational purposes only. While efforts were made to verify the completeness and accuracy of the information contained in this documentation, it is provided “as is” without warranty of any kind, express or implied. In addition, this information is based on IBM’s current product plans and strategy, which are subject to change by IBM without notice. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, this documentation or any other documentation. Nothing contained in this documentation is intended to, nor shall have the effect of, creating any warranties or representations from IBM (or its suppliers or licensors), or altering the terms and conditions of the applicable license agreement governing the use of IBM software.

IBM customers are responsible for ensuring their own compliance with legal requirements. It is the customer’s sole responsibility to obtain advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulatory requirements that may affect the customer’s business and any actions the customer may need to take to comply with such laws.



Please Recycle