is-phone® for IBM® Lotus® Notes®/Sametime®

Integrated Softphone Plug-In for IBM Lotus Notes 8.x & IBM Lotus Sametime 8.x

Overview

is-phone is a second generation voice over IP telephony application, which offers IP telephony (audio/video) features smoothly integrated into Notes and Sametime. It enables corporate telephony (coupled to your IP PBX), presence, audio/video conferencing and advanced click-to-dial from your Lotus contacts or LDAP directory, buddies, emails or Lotus Symphony documents. is-phone provides key advantages of simplicity, flexibility and attractive pricing exposed by pure software solution.

Easy implementation

is-phone is a professional software application which has been designed to comply with corporate highest security requirements and matches heterogeneous IT/Telecom ecosystems (see technical specifications). Since 2004, is-phone has been rolled-out by companies worldwide, in a very fast and effective way, and it does not require any additional server deployment and eases administration/ management of end-users through the help of XML files and simple Lotus deployment steps like any other software plug-in or application.

Increased productivity

is-phone has been designed with an intuitive contact centric user interface which focuses on exposing mostly used corporate telephony features. Clicking on your Lotus Notes, Sametime or LDAP directory contacts is very easy and allows end-users to make calls within few minutes, without any training. The is-phone provides single sign on, the login procedure relying on Lotus Notes/ Sametime. With the help of the Lotus Sametime presence, end-users can decide about the best media to use for reaching their contacts, amongst instant call, video conferencing, messaging or email.

Full interoperability

When it comes to your company telecommunications, you can afford any risk at all. This is why iscoord solutions are certified or tested with key IP PBX vendor platforms, including 3Com, Alcatel, Asterisk, Avaya, Cisco, Nortel or Siemens etc. Be aware that is-phone provides a neutral and independent solution whatever the telecom infrastructure is deployed. is-phone runs with Windows, Linux and MAC OS X environments and interoperates with most audio & video device or SIP hardphone manufacturers, like 3Com, Plantronics, GN Netcom, Polycom, Snom, Logitech, Eutectics and others.

Application areas (examples)
- Home office & shared desk
- Road warriors
- Support hotline
- Assistant's workplace

Summary of benefits

Cut cost
- Lower CAPEX and OPEX
- Fast ROI (>USD 1'000 per user, per year)
- Low TCO
- Lower phone bills, less travels

Flexibility
- Interoperable with IP PBXs
- Easy integration into corporate environment
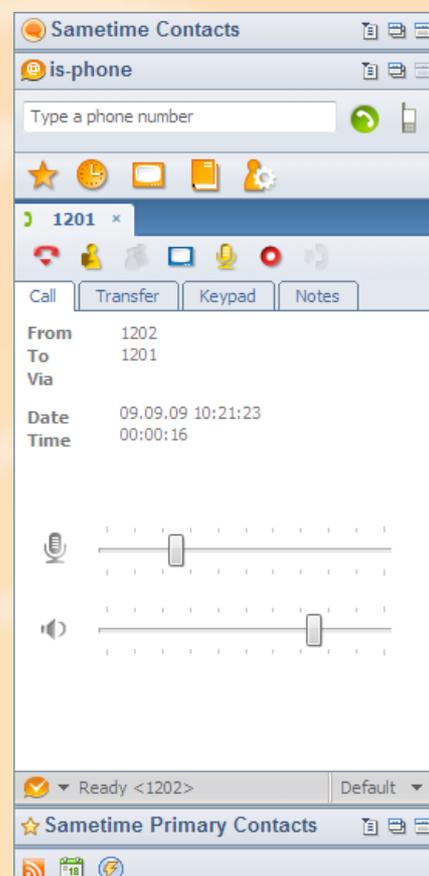- No server required (software based), high scalability

Simplicity
- One number worldwide
- Full mobility: conferencing, presence, etc.
- Smooth integration into IBM Lotus Notes/Sametime

Fast deployment
- Fast evaluation with your own environment, 30 days free trial
- No additional effort for rollout

Green
- Reduce carbon footprint: less traveling, less energy consumption
- Perfect solution for workplace virtualization

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Telephony & Video Features

- LDAP Directory Integration (access to Lotus Notes Contacts etc.)
- Attended/Unattended Call Transfer
- Audio/Video Conferencing up to 16/8 lines
- Call Forward Unconditional
- Call Hold and Music on Hold
- Call Timer
- Caller ID (SIP ID)
- Click-to-Call in Notes, Sametime, Symphony
- CTI for Hard Phones
- Customizable Ring Tones
- Do not Disturb
- DTMF Support
- Forward 2nd Call
- Inbound Call "Busy"
- Live Text Support (Notes/Symphony only)
- Microphone & Speaker Device Selector
- Multiple SIP Accounts
- Mute
- Record Call on Demand
- Redial Button
- Reject 2nd Call
- Short Dial List
- Software Development Kit with APIs
- Take Notes during Call
- Telephony Presence Status based on Sametime, SIP Presence
- Toolbar Support (Notes only)
- Workflow enabled

Audio & Video Specifications

- Automatic Gain Control (AGC), Volume control
- Audio Codecs: G.711u, G.711a, G.721, G.723, G.726 (16/24/32/40), Speex (8/16/32), iLBC, GSM (other codecs on request)
- Video Codecs: H.263, H.264, Theora, MPEG4V3
- QoS Support (diffserv, 802.1p)

Network Features

- Auto Detect IP Address
- SRTP/TLS Support
- STUN/NAT Support
- TCP Support
- UDP Support
- VPN Support

Language Support

- Dutch, English, French, German (other languages on request)

IP PBX Support (certified/tested)

- 3Com, Alcatel, Asterisk, Avaya, BroadSoft, Cisco, Comverse, Metaswitch, Mitel, NEC, Nortel, Siemens, SIP Express Routers (others on request)
- SIP service and hosted IP PBX providers

USB Handset & USB Headset Support

- GN Netcom/Jabra
- Plantronics
- Polycom CX200/LG-Nortel IP8501
- Others

Hardware Requirements

- Audio/Soundcard (in/out)
- Free Disk Space 30 MB
- Intel Premium Processor or compatible processor with at least 1 Gigahertz
- IP Network Connection (Broadband)
- Memory 1 GB
- USB Handset or USB Headset is recommended
- Webcam (optional)

Software Requirements

- Windows XP SP2, Windows Vista SP1 or Windows 7
- IBM Lotus Notes 8.5/8.0.2 or Sametime 8.5
- GNU/Linux (Ubuntu 9.x)
- Mac OS X

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