

My Instant Communicator for the Personal Computer

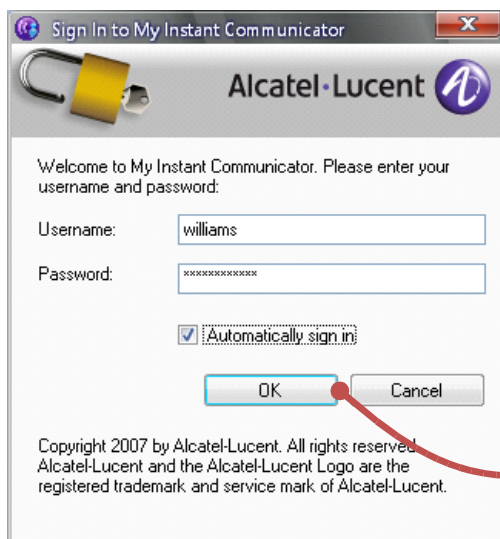
My Instant Communicator for the Personal Computer combines voice, video and data services with media blending capabilities through a single, intuitive user interface. My Instant Communicator helps you to:

- Easily manage your incoming and outgoing communications with rich presence information
- Get a snapshot of your activities (new voice mails, callback requests, missed calls)
- Simplify the management of your current communications
- Select the media of your choice for incoming and outgoing communications
- Quickly use advanced communication services (i.e. call routing, call logging, collaboration services)
- Quickly set your preferred phone set, presence status and personal options

Logging in

Logging in can be automatic when starting a Windows session. My Instant Communicator remains active throughout the Windows session.

Click the My Instant Communicator icon on your desktop to start the application:



Enter your username and password.
Select the box to automatically sign in
every time you start My Instant
Communicator.











When connected, an icon in the status bar (System Tray) indicates incoming communications/events and your presence status:



Status bar icons

The My Instant Communicator status bar icon provides immediate indication on the user and application status:

-  User is logged out
-  User is logged in
-  There is an incoming communication (e.g. voice call, instant message)
-  There is an incoming event (new voice mail, missed call, callback request)
-  User is away or out to lunch
-  User is busy or on the phone
-  User is offline
-  Presence status is unknown

System Tray information

Pass your mouse over the My Instant Communicator icon in the System Tray to display your current settings (e.g. preferred phone set, presence status, call forwarding):

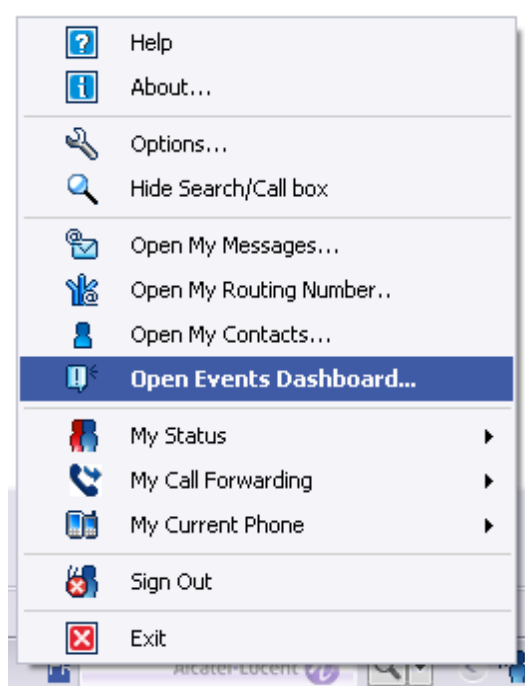


Information is also automatically displayed when setting your preferred phone set, routing rules or call forwarding:



Quick accesses to applications and settings

Left-click or right-click the System Tray icon to display the menu for quick accesses to applications and settings:



Help: open the help file

About: get product information

.....

Options: set your preferences

Hide Search/Call box: view or hide the direct dial area

.....

Open My Messages: access your e-mail application

Open My Routing Number: open your call routing application

Open My Contacts: open your personal contact list (buddy list)

Open Events Dashboard: open your events dashboard (ongoing communications, notifications, call history)

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My Status: set your presence status (online, busy, away, etc.)

My Call Forwarding: set where you want to forward your incoming calls

My Current Phone: set your preferred phone number for incoming/outgoing calls and conferences

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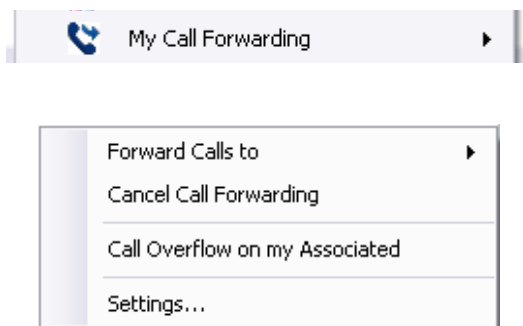
Sign Out: log out

Exit: exit from My Instant Communicator application

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Forward your calls

From the My Instant Communicator menu, specify how to forward your incoming calls:



Forward Calls to: to forward your incoming calls to a voicemail or another phone number (professional or personal number)

Cancel Call Forwarding: to cancel call forwarding

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Call Overflow on my Associated / Cancel Call Overflow on my Associated: to toggle between validation and cancellation of overflowing incoming calls to your associated contact

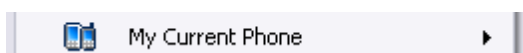
.....

Settings: to open your preferences for the call forwarding

.....

Set your preferred phone

From the My Instant Communicator menu, set your preferred phone number for all incoming/outgoing calls and conferences:



Use one of your professional or personal devices (or define any phone number) to set your preferred phone number for all incoming and outgoing calls, and retain your business phone identity

Direct dial area - Finding a party

To call another party, either by number or by name, go to the search box on the status bar.

Type in the desired number or name, or drag and drop it from another application.

Click on the icon (or press the Enter key) to start searching.

Call by name is the default option.

Use any other available option (defined by your administrator) to launch a search by department or skill (job title, branch office, etc.).



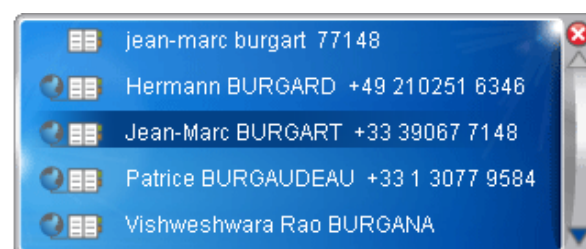
✓ Call by name

Call by Mobile

Call by Skill

Call by CompanyName

When calling by name, skill or department, the system performs directory lookups and provides a search result.



Select the party of your choice to display his/her ID card. Following services are proposed:



Call the party's office phone



Send an instant message and use collaboration services



Launch a video call (not yet available)



Leave a voice mail to the party



Call the party on a number different from their office phone (mobile, home, etc.)



Add the party to your contact list



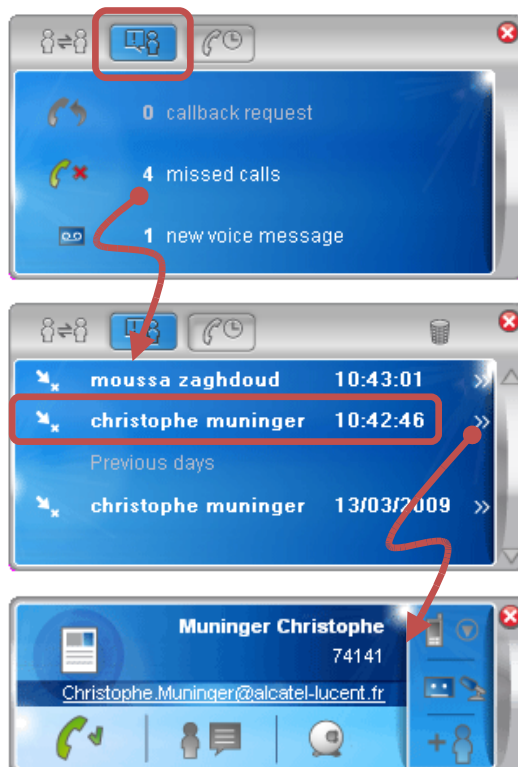
Send an e-mail



Events dashboard

Double-click the My Instant Communicator icon in the System Tray icon to open the events dashboard (or select **Open Events Dashboard** from the menu)

Notifications



Click (left click) to display:

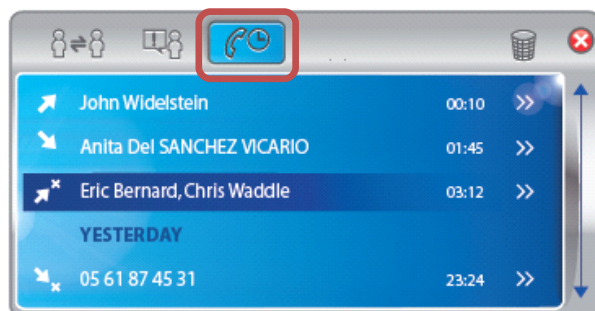
- The number of callback requests
- The number of missed calls
- The number of new voice mails (opens the e-mail client)

Select an entry to call the contact back

or

Click on >> to display the contact ID card for rich presence information and more services (send an IM, send an e-mail, leave a voice message, etc.)

Call history

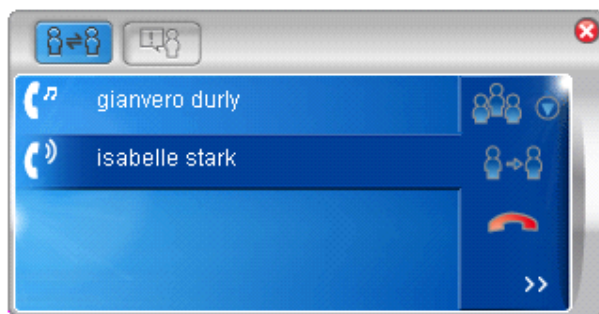


Click the call history button to display all of your incoming and outgoing calls.

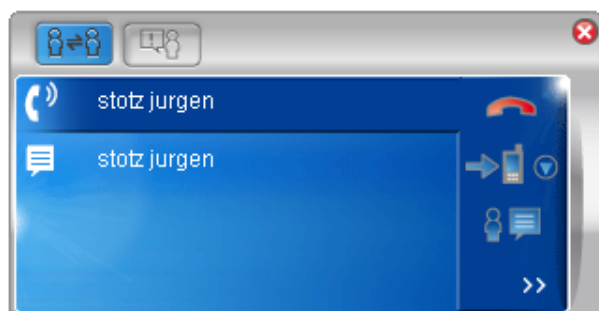
- Select an entry to call the contact back
- Click on >> to display the contact ID card for rich presence information and more services (send an IM, send an e-mail, leave a voice message, etc.)

In case of one or several ongoing communications, the same window provides an **overview of all current communications**

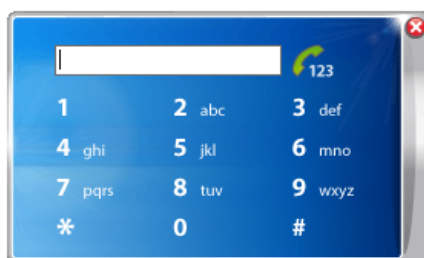
Example with 2 voice calls



Example with 1 voice call, 1 instant message



DTMF dialog box



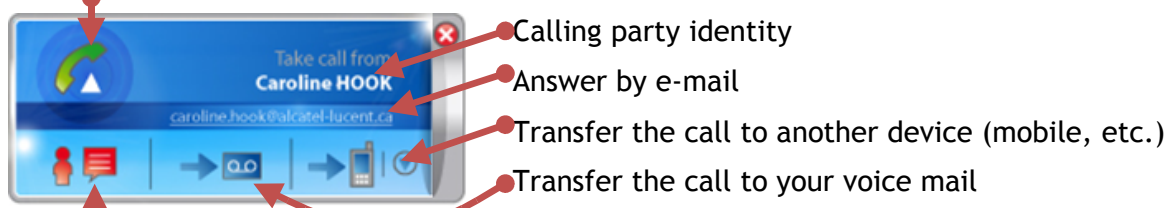
Management of all simultaneous communication flows is available from a single interface, from which you can:

- Display rich presence information
- Take a call
- End an active call
- Forward the call to the voicemail, to a phone number
- Place a call on hold, retrieve a call put on hold
- Switch between active and calls put on hold
- Transfer the call to a pre-defined number
- Make a 3-party conference call, end a 3-party conference call, remove one participant from a conference call
- Leave a voice message
- Ask for a callback
- Clear an audio conferencing session
- Start/Send an instant message and use collaboration
- Send an e-mail
- Use DTMF when reaching a voicemail or an IVR system
- etc.

Manage incoming communications

Incoming voice call

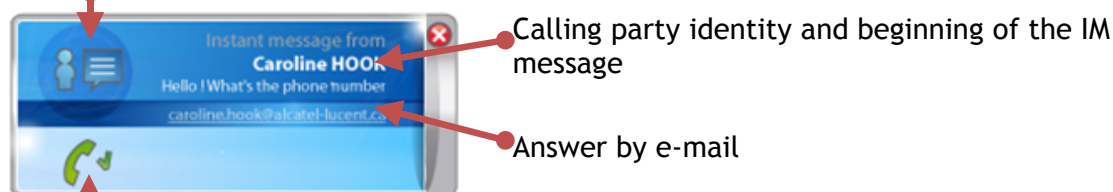
Answer call



Answer with an instant message (calling party's presence is displayed)

Incoming instant message

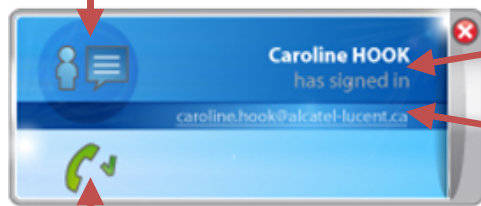
Reply to the instant message



Answer by voice (calling party's telephony presence is displayed)

A contact signs in

Send an instant message



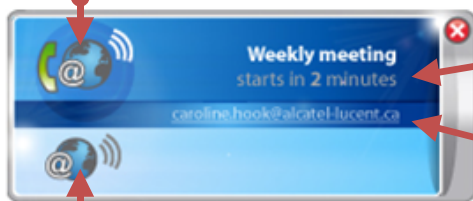
Calling party identity

Send an e-mail

Call the contact (calling party's telephony presence is displayed)

A scheduled conference is starting

Join the conference (web and audio)



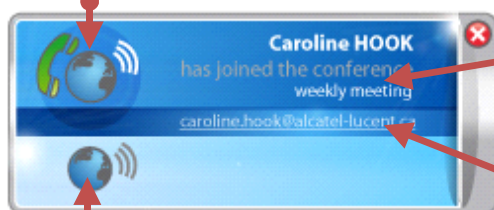
Conference name

Send an e-mail

Join the conference in web only

Someone joins a conference

Join the conference (web and audio)



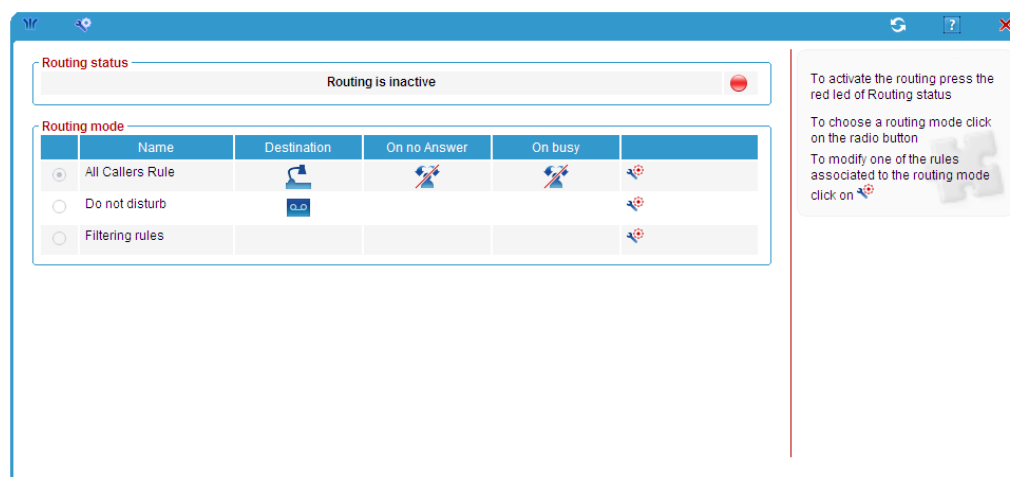
Calling party identity and conference name

Send an e-mail

Join the conference in web only

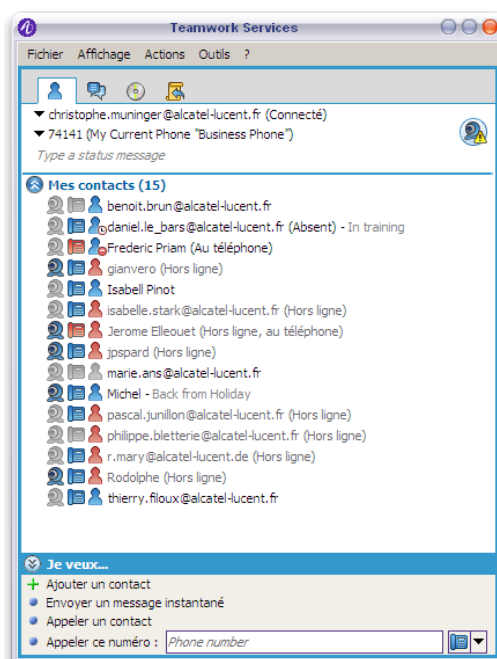
Open your call routing application

From the My Instant Communicator menu, open your call routing application (**Open My Routing Number**):



Open your contacts and collaboration application

From the My Instant Communicator menu, open your contacts and collaboration application (**Open My Contacts**):

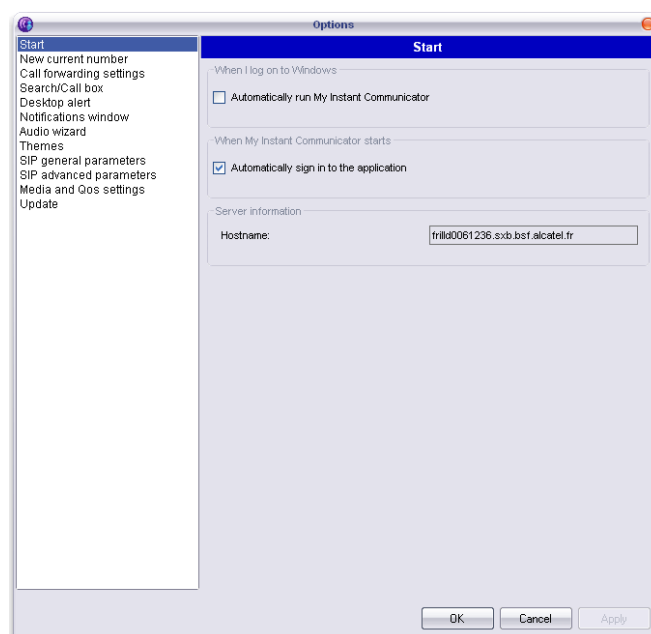


User customization

Right-click the icon on the status bar and select **Options** to configure your preferences

Decide anytime you want to change:

- Whether My Instant Communicator is automatically launched and active when logging in to your PC
- Your languages and passwords (GUI and TUI)
- Your professional and personal phone numbers
- Your voicemail settings
- Your call forwarding settings
- The duration of popup alerts (incoming communications and IM contact logging in) and notification display
- The general aspect of the application (theme)
- Application update options
- Your SIP parameters (if allowed)
- Your Media and Quality of Services (QoS) parameters (if allowed)



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