



Installation and Administration Guide
is-phone for IBM Lotus Notes 6.x / 7.x

Version 7.0.2 (02/2008)

Note: Before using this information and the product it supports, read the information „Notices“ on page 3.



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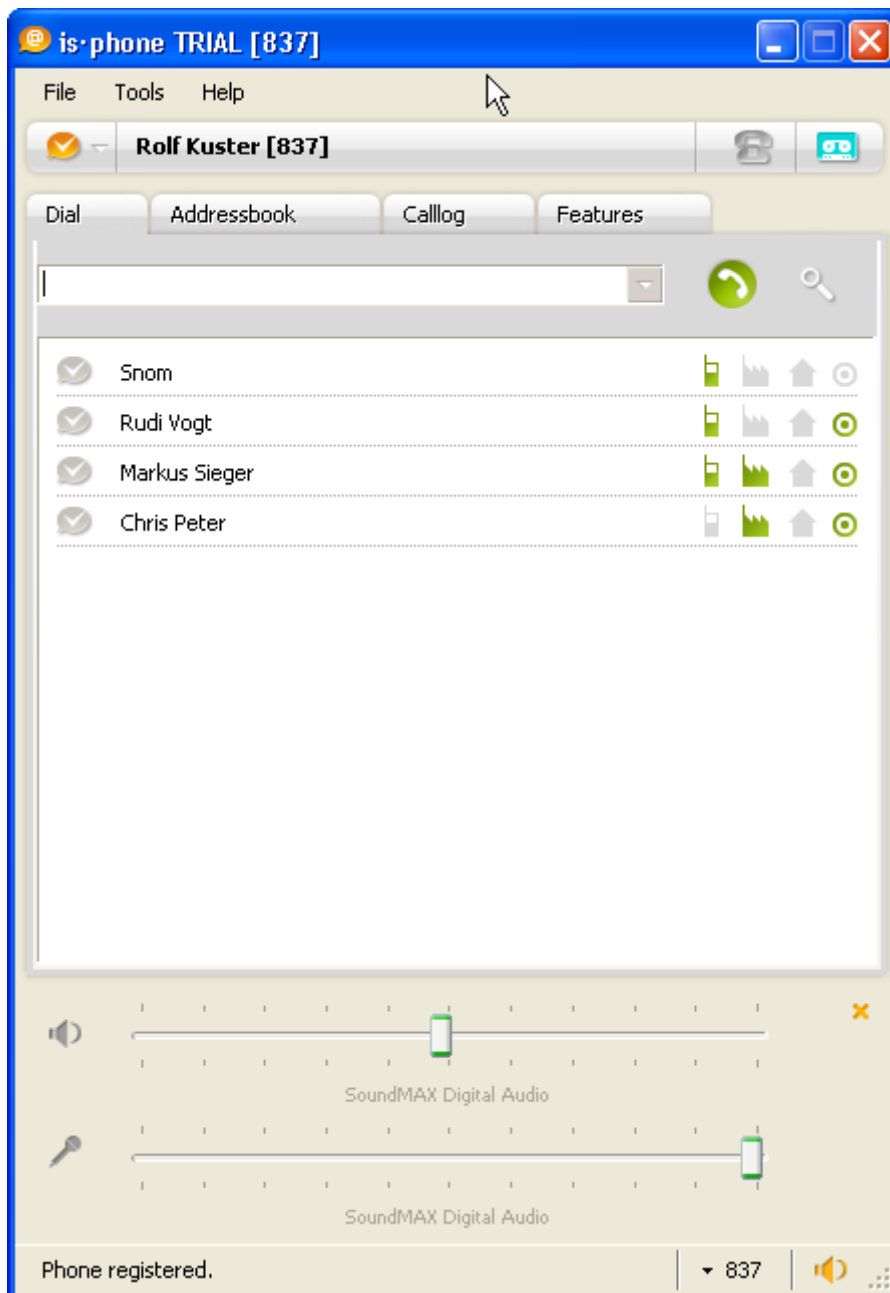
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1. Introduction

These operating instructions give a very detailed description of the functions and settings of the telephone and the possibilities it offers. You can read the brief description instead if all you need is a quick overview of the most important options. You will have no trouble operating the telephone if you are already familiar with Lotus Notes. In addition, you can press the *F1* key at any time to call the help function and receive detailed, context-sensitive information on using the individual functions.

Depending on the specific software release employed for IBM Lotus Notes and the telephone, the illustrations in these operating instructions may be slightly different from how they appear on the screen, but the functions will be the same.





2. Download & Pre-Configuration

2.1. Installation files

For the installation - you need following files:

- setup_7.x.x.exe
- isphone_configuration_en.ntf (Notes Configuration Database)
- isphone_log_en.ntf (example template for the Log Database)

Please copy the 2 templates into your Notes Data directory.

2.2. Pre-Configuration

Before installing the software, you have to configure the Notes environment.

There is a central Notes Configuration needed, the database can be located local or on the Domino server

Please use the isphone_configuration_en.ntf template and create this database.

Microsoft .NET Framework Runtime 2.0 must be installed on the on the client workstation.

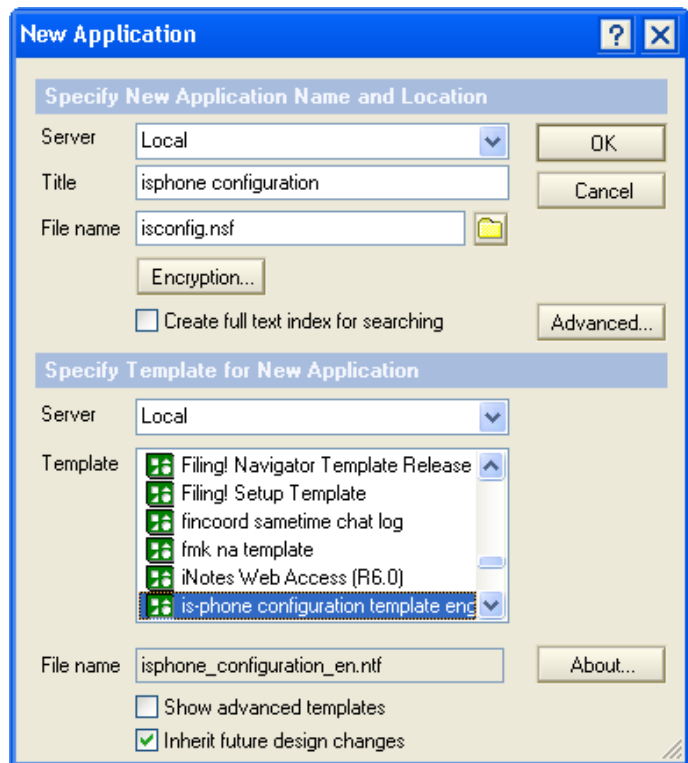


3. Configuration database

First, you have to create the is-phone configuration database. Normally, this database resides on the server but it can also be installed on the Notes client.

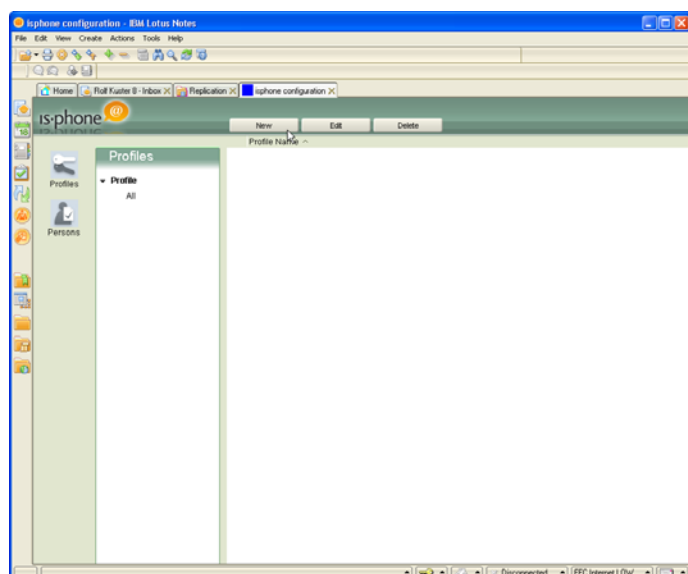
Create the database with the provided template:

"is-phone configuration template English"



Open the configuration database and and click on

New Profile

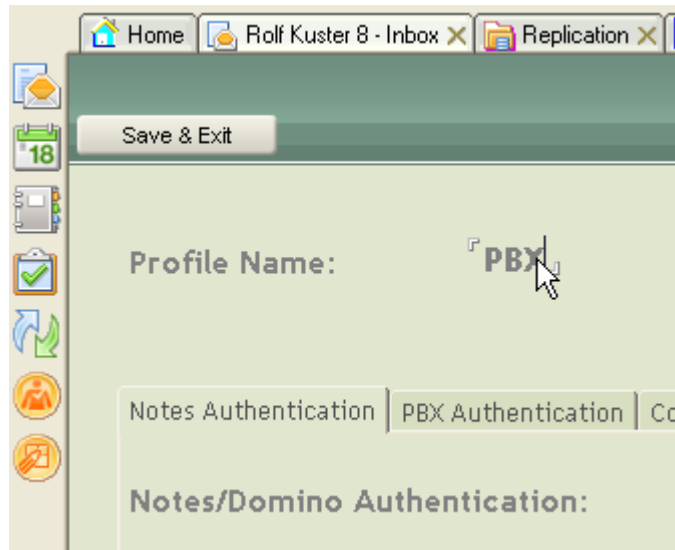




Profile Name

- Profile Name: Enter a Profile Name.

During the is-phone client installation, you have to refer to this database/profile name. You can have multiple profiles in one configuration database.



Notes/Domino Authentication

When you start the is-phone client, the Notes user will be authenticated against this database that is defined in the *Notes/Domino Authentication*. The fully qualified name of the ID file is used for authentication. The authentication database needs to be a Domino Server addressbook type database. Normally, it is the Domino directory. The office phone number of the person document (Office phone number) of this directory is used for the PBX registration

- Servername: where authentication database resides. If the database is local, then leave it empty!
- Databasename: Enter the Notes database that is used for authentication.

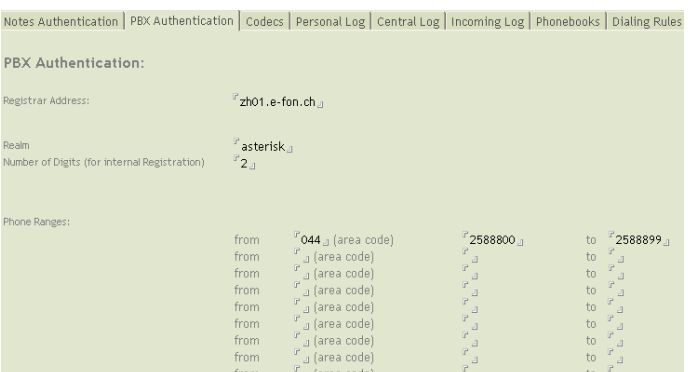


PBX Authentication

- Registrar: TCP/IP Number or DNS name of your registrar
- Realm: Some PBX/Registrar needs a Realm for MD5 authentication
- Number of Digits: During client startup, the office phone number is used for the SIP Registrar registration. This amount of digits will be used for reregistration (starting from the "right" side)

e.g. If the office phone number is 123 456 7890 and the *Number of digits* is 4, the registration will be 7890

- Internal Phone Ranges: Enter the internal phone number ranges (this is used for signaling/ringing) and outbound number resolving in case you enter a ITU standards based phone number (e.g. +1 798 913 3455)





- Password: Password for proxy/PBX authentication
- Domain: Enter the Domain name (e.g. iscoord.net). This is used to build the identity of the user. If you leave this field empty, then the identity will be [phonenummer@registrar](#).
- DTMF Mode: Please select the appropriate DTMF mode that is supported by your PBX.
- Outbound Proxy: Normally, leave this field empty. By Default, the SIP Proxy/Registrar is used.
- Stun Server Name: Enter the STUN Server that should be used in case STUN is required
- IP Protocol: Select the Protocol that should be used (default: UDP)
- Listening Port: Enter the SIP Listening Port (default: 5060)
- RTP Port Range: Enter the port Range of RTP (default: 5000 - 6000)
- Reregister Interval: Reregister in seconds: Reregistration happens in the defined interval - if empty or 0 - no reregistration will be done with the registrar after the 1st successful registration (some PBX require this). If the PBX sends a reregistration parameter in the Register Message, then the reregistration interval will be overwritten.
- SIPIdentity: Enter the Lotus Notes Fieldname of the authentication Database where the SIP Identity is stored. By default the SIP Identity is created of the <Internal phone number>@<SIPRegistrar> e.g. [1234@192.168.100.10](#)
- SIP Username: Enter the Lotus Notes Fieldname of the authentication Database where the SIP Username is stored. By default the SIP Username is the internal phone number.



Codecs

- Configure/change the Codecs priority list

Notes Authentication	PBX Authentication	Codecs	Personal L
Codecs:			
Codec Priority 1		G.711alaw	▼
Codec Priority 2		G.711ulaw	▼
Codec Priority 3		GSM	▼
Codec Priority 4		ILBC	▼
Codec Priority 5		SPEEX	▼
Codec Priority 6		G.729	▼



Personal Log

- Use users mail file: The mail file is used to store all call log documents. In that case, an additional view is necessary in order to display the call log in the is-phone client (vieisphonemessages).
- Servername: Enter the servername where the log database resides. By leaving this field empty, local will be used (see Calllog installation)
- Databasename: Enter the name of the notes database that is used for the call log
- Form Name: Enter the name of the form. By leaving this field empty, "phone message" will be used (standard phone message form of the mail file).

If you use the is-phone log template, please enter frmphone into the Form Name field

- Foldername: Enter the Foldername where the document should be moved into
- Enabel "comput with form" after saving: if you enable this function, then a "compute with form" Command will be executed.

Notes Authentication | PBX Authentication | Codecs | Personal Log | Centra

Personal Log:

Use users mail file: -

Servername:

Databasename:

Form Name:

Foldername

Enable "Compute with form" after saving -



Central Log

- The central log works in the same way as the personal log. Normally this is used to store additional call information centrally on a server.

The personal log is displayed in the client and documents can be deleted by the user.

Notes Authentication	PBX Authentication	Codecs	Personal Log	Central Log
Central Log:				
Enable Central Log:	<input checked="" type="checkbox"/>			
Servname:	dominoserver/ domino			
Databasename:	log\isphonecentral.nsf			
Formname:	pholog			
Foldername	-			
Compute with Form	<input type="checkbox"/>			

Phone Books

Enter the Notes Addressbooks that will be loaded into the is-phone client.

Notes Authentication	PBX Authentication	Codecs	Personal Log	Central Log	Incoming Log	Phonebooks	Di...
Phonebooks:							
Column Title First Name	Firstname						
Column Title Last Name	Lastname						
Column Title Office Phone	Office Phone						
Column Title Cell Phone	Cell Phone Hidden						
Column Title Home Phone	Home Phone Hidden						
Column Title Company	Company Hidden						
Column Title Department	Department Hidden						
Column Title Location	Location Hidden						
Force entry:	Server:	Database:	View Name:	Firstname:	Lastname:		
<input type="checkbox"/>	dominoserver/ domino	names.nsf	names.nsf				

Phonebook configurations adjustments:

Notes Authentication	PBX Authentication	Codecs	Personal Log	Central Log	Incoming Log	Phonebooks	Dialing Rules	Sametime	Miscellaneous				
Phonebooks:													
Column Title First Name	Firstname												
Column Title Last Name	Lastname												
Column Title Office Phone	Office Phone												
Column Title Cell Phone	Cell Phone Hidden												
Column Title Home Phone	Home Phone Hidden												
Column Title Company	Company Hidden												
Column Title Department	Department Hidden												
Column Title Location	Location Hidden												
Force entry:	Server:	Database:	View Name:	Firstname:	Lastname:	Office Phone:	Cell Phone:	Home Phone:	Company:	Department:	Location:	Remote Office phone:	is phone no:
<input type="checkbox"/>	dominoserver/ domino	names.nsf	names.nsf									<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	dominoserver/ domino	names.nsf	names.nsf									<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	dominoserver/ domino	mycrm.nsf	viewperso	fname	lname	[4]	[5]					<input checked="" type="checkbox"/>	remoteoffi
			ns									<input type="checkbox"/>	cephone

By default, the Notes addressbook viewname and fieldnames are used for loading entries. You can change / overwrite the viewname and fieldname by entering the names that are used in your Notes database. You can also enter View column by entering the columnnumber in the fieldname withing brackets (e.g. [3]).



Dialing Rule

- Country Code: Enter your country code (without leading 0)
- Area Code: Enter your Area code (without leading 0)
- Outbound Line: Enter the prefix for an outside line
- Long Distance: Enter the prefix for a long distance line
- International: Enter the prefix for an international line

Notes Authentication	PBX Authentication	Codecs	Personal Log	Central Log
Dialing Rules:				
Country Code				41
Area Code				44
Outbound Line				9
Long Distance				01
International				011

Sametime

You can integrate Sametime awareness in the is-phone client. During a phone call, the status of the user will automatically change. A standard text will then be displayed in the Sametime status of that user. Userid and password needs to be configured in the is-phone client.

If you load the server addressbook, then is-phone automatically subscribes to all Sametimeusers and displays the Sametime awareness status in the addressbook.

- Sametime Server: Enter the IP Number or DNS Name of your Sametime server
- Default Text: Enter the text that should be displayed when a user is on the phone
- Subscribe only Shortdial for awareness: **In larger Sametime communities, this should be selected** because the Sametime "subscribe" API has some technical limitations and it is not recommended to subscribe to more the 50 Sametime users.

Notes Authentication	PBX Authentication	Codecs	Personal Log	Central Log
Sametime / IBM Instant Messaging:				
Sametime/IBM Instant Messaging Server Name:				sametime.company.com
Default text displayed when user at the phone:				I'm on the phone
Subscribe only Shortdial for awareness				<input checked="" type="checkbox"/>

Miscellaneous

Various clients behaviour can be preconfigured. Except Recording, all settings can be changed by the user.

- Startup at System boot
- Reload addressbooks at startup: asynchronous load process is automatically started when client is started
- Show / hide client with hook: works only with supported audio devices
- Show is-phone in taskbar
- Show in taskbar only when minimized
- Recording allowed: enable / disable the recording button in the client

Notes Authentication	PBX Authentication	Codecs	Personal Log	Central Log
Miscellaneous:				
Startup at system boot:				<input checked="" type="checkbox"/> -
Reload addressbooks at startup:				<input type="checkbox"/> -
Show / hide Client with hook.				<input type="checkbox"/> -
Show is-phone in taskbar:				<input type="checkbox"/> -
Show in taskbar only when minimized:				<input type="checkbox"/> -
Recording allowed:				<input checked="" type="checkbox"/> Can be modified by user

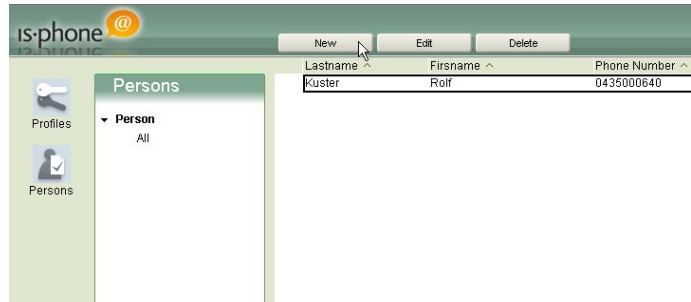


4. Authentication database

Each is-phone user needs to be defined in the authentication database with a phone number. The authentication database can be a Server addressbook, the is-phone configuration database or a custom developed Notes database (some restrictions apply in case you want to use your own database for user authentication).

Following is an example how to configure / define users in the is-phone configuration database for authentication:

Click on the Persons icon in the configuration database. Then click on the *New* button to add a new is-phone user.

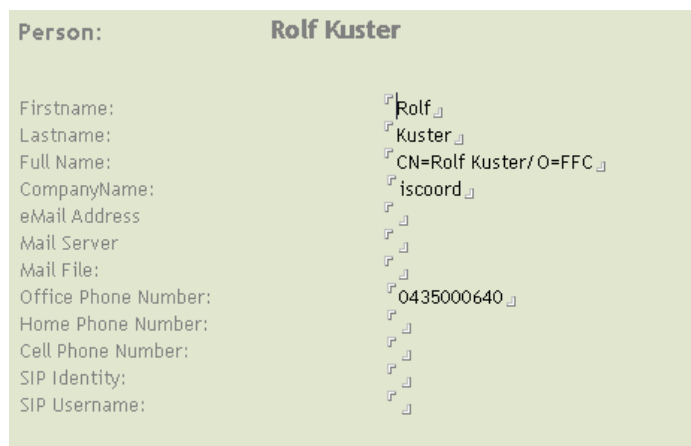


Minimum entries for authenticate a user are:

- Fullname
- Office Phone Number

When the is-phone client is started, a Notes session with the ID File is opened and the user will be authenticated against the authentication database that is defined in the is-phone configuration Profile.

By default, the office phone number is used





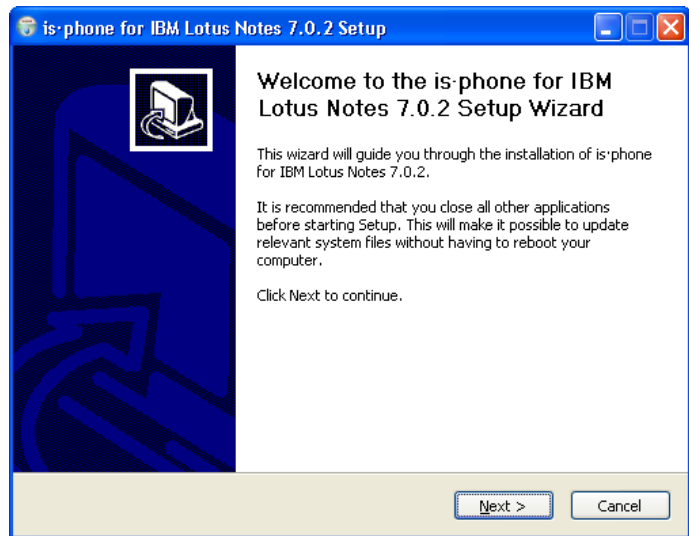
5. Client Installation

To install the is:phone for IBM Lotus Notes, you need local administrator rights. The is:phone can be installed via the installer (setup_7.x.exe).

Prerequisite: Windows 2000 or XP, Microsoft.NET 2.0 Runtime

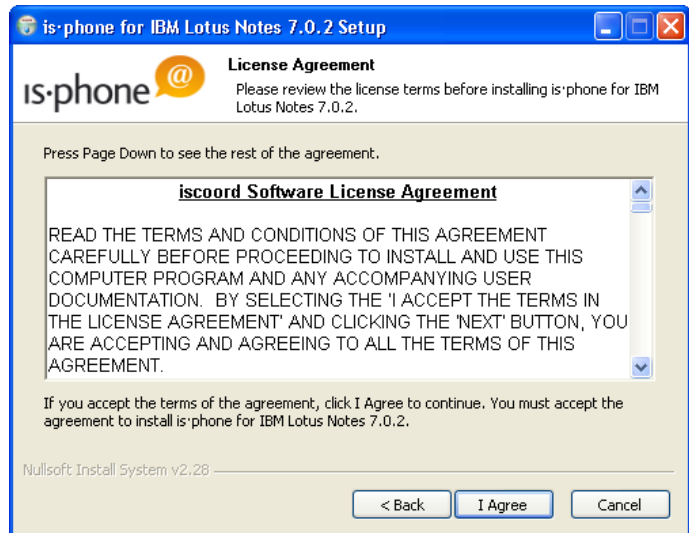
Start *setup_7.x.x.exe*

Click *Next*



Accept the license agreement

Click *I agree*



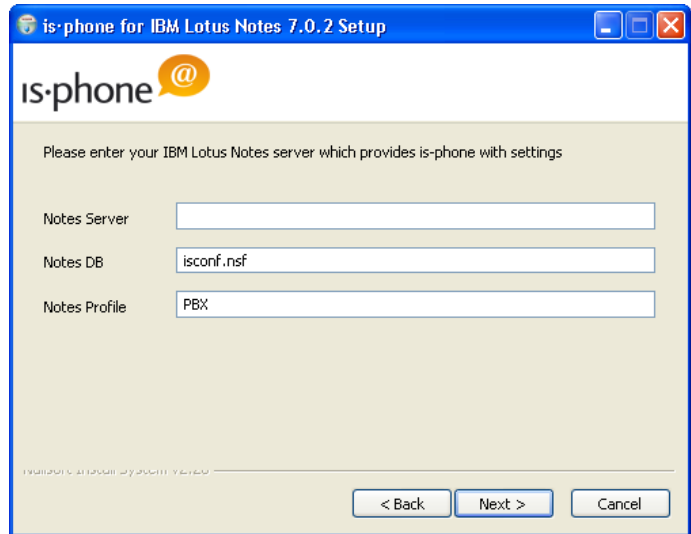


Enter the Notes Server Name where your is-phone configuration database resides (leave it empty if local).

Enter the Notes Database Name/path of your is-phone configuration database.

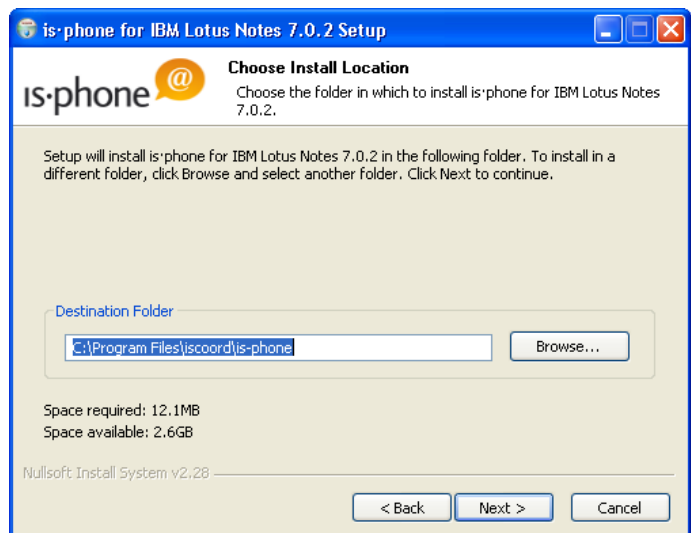
Enter the name of the profile you have defined.

Click *Next*



Enter the destination folder where the software needs to be installed

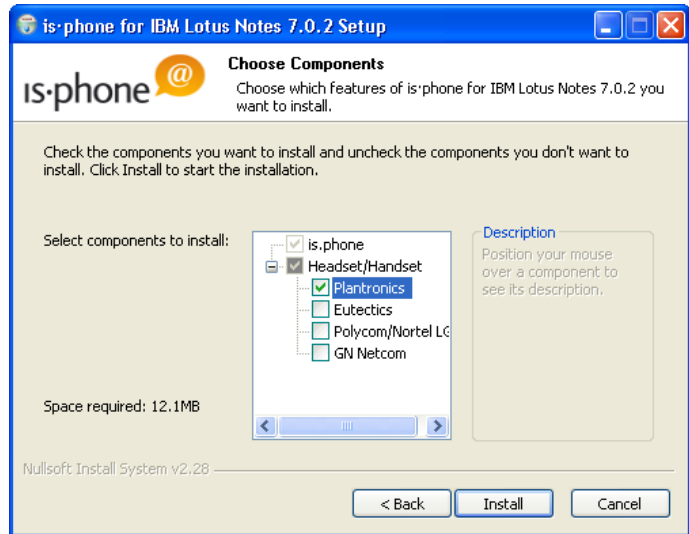
Click *Next*





Select the Handset/Headset that you intend to use - if none of these are used, leave it empty.

Click *Install*



Complete the installation.

Click *Finish*

