



Calls and Video Calls Task Reference

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With IBM® Sametime®, you can call and video chat your Sametime contacts. Sametime Unified Telephony lets you make, receive, and manage calls directly from your Sametime client and from other devices.

Calls and Video Calls

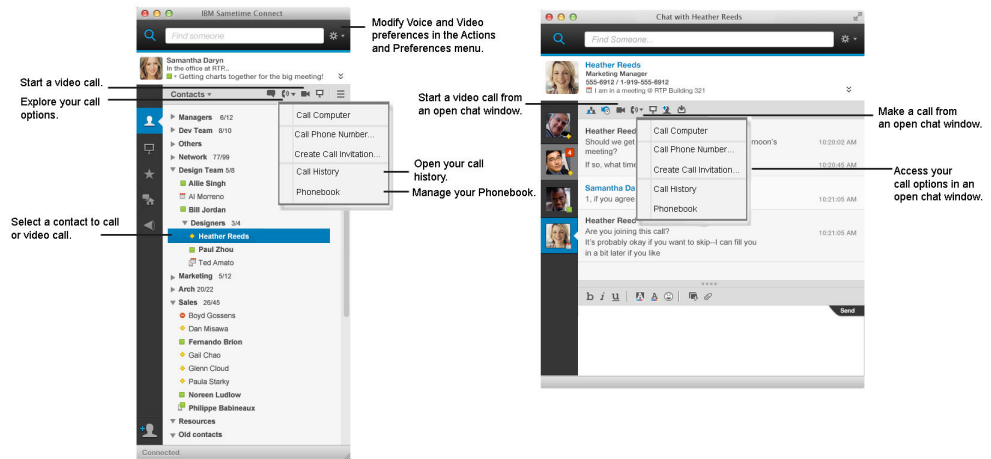


Table 1. Getting started. The following table describes the basics to get started with calls and video calls on Sametime.







What do you want to do?	Steps to Take
Add contacts to my phonebook	Click  , then select Phonebook . Or, click  > Calling Options > Phonebook . Complete the dialog box to create an entry.
Find my Sametime or SUT phone number	Click  , then Calling Options > Phonebook . Your Sametime phone number displays in the header of the phonebook.
Set service provider	Click  > Preferences > Voice and Video and open the Service Providers tab to select a Service Provider.
Call someone on my contact list	Select a name from your contact list and click  , then click Call Computer or Call Phone Number . Or, select  in an open chat window to call that contact.

Table 2. Making calls. This table introduces how to make calls through Sametime.












What do you want to do?	Steps to Take
Call someone who is not on my contact list	Type the contact name or number into the Find a person or number field. When you find the contact, right-click (press Ctrl + click for Macintosh) and select Call .
Call from my phonebook	Click  , then select Phonebook . Or, click  > Calling Options > Phonebook . Select a contact to call.
Use call history to call a contact	Click  , then select Call History . Or, click  Calling Options > Call History . Right-click (press Ctrl + click for Macintosh) a contact and click Call .
Make a video call	Select an online contact from your contact list and click  . Or, right click (press Ctrl + click for Macintosh) an online contact and select Video Call .
Start a multi-person call or add a contact to a current call	There are multiple ways to call more than one person. <ul style="list-style-type: none"> • During a call, click More > Invite others and specify the other contacts to add. • During a call, drag a contact from your contact list to the open call window. • Press Ctrl while you select multiple contact names from your contact list. Then, click  and select Call Computer or Call Phone Number. • Select an entire group from your contact list and click  to start a call. • From a multi-person chat, click  in the open chat window.
Call with Sametime from a phone Note: Only available with SUT or a third-party audio-video provider.	You must have SUT or a third-party audio-video provider. Calls automatically go through your computer, unless you click  to expand your status card and see   . If you see either preferred device icon, you can make and receive Sametime calls through your telephone.

Table 3. Customizing your calls and videos. The following table gives the main tasks to know to customize your call and video settings.



What do you want to do?	Steps to Take
Change sounds and other call alerts	Click  > Preferences > Voice and Video and select Call Notifications to manage notifications.
Route calls to a different device Note: Only available with SUT or a third-party audio-video provider.	Click  > Preferences > Voice and Video and select Routing Calls .

Table 3. Customizing your calls and videos (continued). The following table gives the main tasks to know to customize your call and video settings.



What do you want to do?	Steps to Take
Automate calling into a passcode-protected conference Note: Only available with SUT or a third-party audio-video provider.	Click  in the toolbar and then click Phonebook . Click New > New Conference Number and complete the Name and Number fields. In the Passcode field, enter the conference passcode number.
Change the duration of a call's ring Note: Only available with SUT or a third-party audio-video provider.	Click  > Preferences > Voice and Video and select Call Notifications . Configure how long a call rings before it goes to voicemail by entering a time in the Seconds before incoming invitation times out field.

Table 4. Configuring preferences. This table describes some of the ways that you can customize your SUT settings.

What do you want to do?	Steps to Take
Change the number of seconds before a call notification terminates	Click File > Preferences and then click Voice and Video in the navigator. Click Call Notifications , and then enter the number of seconds before a call notification terminates in Seconds before incoming invitation times out .
Disable sound alerts	Click File > Preferences and then click Voice and Video in the navigator. Click Call Notifications , and then Disable Play sound alerts for computer calls .