IBM Lotus Foundations Reach 1.0 delivers instant messaging, unified communications, and collaboration capabilities for small business

Table of contents

1 At a glance
2 Overview
3 Key prerequisites
4 Planned availability dates
5 Description
6 Statement of direction
7 Program number
8 Education support
3 Offering Information
4 Publications
4 Technical information
5 Ordering information
6 Terms and conditions
7 IBM Electronic Services
8 Prices
9 Announcement countries

At a glance

IBM® Lotus® Foundations Reach 1.0 provides unified communications and collaboration capabilities and helps small businesses find, reach, and collaborate with other users in real time.

Lotus Foundations Reach enables organizations to:

- Communicate more effectively
- Reduce travel costs and burdens
- Decrease response times
- Improve customer service, while leveraging the ease of deployment
- Extend unified communications and collaboration capabilities to mobile devices so that people on the road can always stay connected
- Use and administration provided by Lotus Foundations technology

Combining Lotus Foundations Reach and Lotus Foundations Start, it allows small businesses to run their business with reliability, security and simplicity - an ideal solution for businesses with up to 500 users, with limited budgets and IT resources.

Overview

IBM Lotus Foundations Reach 1.0, an optional add on feature for IBM Lotus Foundations Start, provides unified communications and collaboration capabilities for small business customers.

Lotus Foundations Start users have the option to add integrated and secured instant messaging and presence awareness, point-to-point VoIP and video chat capabilities, and many more features.

Lotus Foundations Reach leverages technology from IBM Lotus Sametime®, the IBM award-winning and market-leading platform for unified communications and collaboration (UC2) targeted to the needs of the small business customer.

Lotus Foundations Reach 1.0 allows you to easily communicate and collaborate in real time with your coworkers and provides a single, simple user interface to access voice, data, and video communications. You can determine who is online and...
available, so you can quickly find the people you need. You can contact people more quickly than through e-mail and less expensively than by telephone. Users can share documents and brainstorm ideas.

Lotus Foundations offerings are designed to provide the essential software required to run a small business. Driving out cost and complexity, Lotus Foundations offerings provide a unique combination of reliability, security, and simplicity.

**Key prerequisites**

Refer to the Hardware requirements and Software requirements sections for details.

**Planned availability dates**

August 18, 2009: Electronic software delivery

September 11, 2009: Media and documentation

Availability of programs with encryption algorithm in France is subject to French government approval.

Cryptography in this product is limited to password encryption, authentication or digital signature.

**Description**

Lotus Foundations Reach adds integrated and secured instant messaging and presence awareness, point-to-point VoIP and video chat capabilities to Lotus Foundations users.

A large percentage of small businesses have multiple sites and need to be able to quickly communicate with other users in real time in order to be effective and responsive to their customers. In addition, they need their IT service provider to be able to provide those capabilities in a way that it easy to administer, deploy, and manage.

Lotus Foundations Reach enables you to easily communicate and collaborate in real time with coworkers and provides a single, simple user interface to access voice, data, and video communications. Using Lotus Foundations Reach, you can determine who is online and available, so you can quickly find the people you need, contact people more quickly than through e-mail, and more economically than by telephone, and share documents and brainstorm ideas.

Lotus Foundations Reach capabilities include:

- Instant messaging and presence awareness
- Support for rich text, time stamps, spell check, and emoticons and multi-way chat
- Built-in point-to-point VoIP and point-to-point video
- Optional file transfer
- Integrated chat histories
- Location awareness
- Contact list with type-ahead and search
- Contact business cards
- Extension of UCC to mobile devices so that people on the road can always stay connected

Lotus Foundations Reach helps small businesses:
- Access global teams in real time
- Communicate quickly with anybody in the organization
- Create relationships with colleagues around the world
- Have immediate access to expertise and knowledge throughout the organization
- Keep projects on track and teams on the same page; stay connected to your team, even when you are away from your desk
- Resolve problems and questions through clear, high-quality communications
- Deliver a security-rich system that can help minimize risk and promote regulatory compliance

**Accessibility by people with disabilities**

A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested via the IBM Web site


**Statement of direction**

Lotus Foundations Reach leverages technology from IBM Sametime, the IBM award-winning and market-leading platform for unified communications and collaboration (UC2), targeted to the needs of the small business customer. Over time, IBM intends to add additional capabilities from the Lotus Sametime family as appropriate for small business to Lotus Foundations Reach.

All statements regarding IBM's plans, directions, and intent are subject to change or withdrawal without notice.

**Program number**

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**Education support**

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training Web site

http://www.ibm.com/services/learning/

Contact your IBM representative for course information.

IBM Software Services for Lotus Education provides education to support many Lotus offerings. For a complete list of offerings visit the Web site at

http://www.ibm.com/software/lotus/training

**Offering Information**

Product information is available via the Offering Information Web site

http://www.ibm.com/common/ssi

Also, visit the Passport Advantage® Web site

http://www.ibm.com/software/passportadvantage
Publications

No publications are shipped with this product.

The IBM Publications Center

http://www.ibm.com/shop/publications/order

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries.

Technical information

Specified operating environment

Hardware requirements

IBM Lotus Foundations can run on certified IBM (or Net Integration) hardware or on third-party hardware.

IBM (or Net Integration) certified server hardware:

- IBM Lotus Foundations Appliance, model number 9234-CNx and model number 9234-DNx
- IBM x3200 M2 Simple Swap SATA model number 4367-E1U (requires Intel® Pro 1000 PT Server Adapter (part number 39Y612))
- IBM x3200 M2 Hot Swap SATA model number 4367-E1U (requires Intel Pro 1000 PT Server Adapter (part number 39Y612))
- IBM x3200 M2 Hot Swap SAS model number 4367-42U (requires Intel Pro 1000 PT Server Adapter (part number 39Y612))
- IBM x206 model number 8482-3MU
- IBM x226 model number 8646-0AU
- IBM x236 model number 8841-01U
- IBM x346 model number 8840-01U
- IBM 3105 model number 4347-64x or model number 4347-22x
- IBM 3200 (SATA Simple Swap and Hot Swap models) model number 4363-2DU or model number 4362-12U
- IBM 3250 model number 4365-6BU
- IBM 3400 model number 7975-5AU
- Net Integrator NI-MC2-G2
- Net Integrator NI-M1-G7A1
- Net Integrator NI-M2-G7A1

Minimum third-party hardware server requirements:

- x86 based system
- At least one IDE or SCSI hard disk
- At least one Network Interface Card (NIC)
- IDE or SCSI CD-ROM drive
- VGA-based video card
- At least 1 GB of RAM
Required external peripherals: monitor, keyboard, mouse

**Software requirements**

The Lotus Foundations servers include the operating system and the essential software. An existing deployment of Lotus Foundations Start is required prior to deployment of Lotus Foundations Reach.

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a README file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

**Planning information**

Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and technical support are provided by the Software Subscription and Support (also referred to as Software Maintenance) offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software, and technical support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available.

**Packaging**

IBM Lotus Foundations Reach will be distributed via a media package and electronic software distribution (ESD).

IBM Lotus Foundations Reach media package is distributed in one package with the following:

- IBM Lotus Foundations Reach product DVDs

The License Information form numbers for IBM Lotus Foundations Reach are L-JCOK-7T3N7F.

**Security, auditability, and control**

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

**Global Technology Services**

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

**Ordering information**

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit

This product is only available via Passport Advantage. It is not available as shrinkwrap.

**Product information**

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**Charge metrics definitions**

**Authorized User**

Authorized User is the unit of measure by which this program is licensed. An Authorized User is an individual (named or unnamed) within or outside of your enterprise. The program may be installed on one or more computers or servers and accessed by the number of users authorized by the Proof of Entitlement (PoE). You must have an entitlement for each Authorized User accessing the program or any program component in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means.

**Passport Advantage program licenses**

**IBM Lotus Foundations Reach**

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**Passport Advantage customer: Media pack entitlement details**

Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding media pack.

**Lotus Foundations Reach V1.0.0**

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**Terms and conditions**

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM
International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

**Licensing**

IBM International Program License Agreement including the License Information document and PoE govern your use of the program. PoEs are required for all authorized use.

Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

**License Information form number**

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<td>L-JCOK-7T3N7F</td>
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The program's License Information will be available for review on the IBM Software License Agreement Web site


**Limited warranty applies**

Yes

**Warranty**

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. Consult the IBM Software Support Handbook for further information at


IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

**Program technical support**

Technical support of a program product will be available as long as your Software Maintenance is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Maintenance also provides you with access to updates, releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

**Money-back guarantee**

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.
For programs acquired under the IBM International Passport Advantage Agreement, this term applies only to your first acquisition of the program.

**Authorization for use on home/portable computer**
The program may be stored on the primary machine and another machine, provided that the program is not in active use on both machines at the same time. You may not copy and use this program on another computer without paying additional license fees.

IBM Lotus Foundations Reach: No

**Volume orders (IVO)**
No

**Passport Advantage applies**
Yes, and through the Passport Advantage Web site at

http://www.ibm.com/software/passportadvantage

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**Usage restriction**
Yes

For additional information refer to the License Information Document that is available on the IBM Software License Agreement Web site


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While your Software Subscription and Support (also referred to as Software Maintenance) is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

http://www.ibm.com/support/handbook

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For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage Web site at

http://www.ibm.com/software/passportadvantage

Other terms

System i Software Maintenance applies
No

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Education allowance does not apply.

Education software allowance does not apply.

Special education prices are available for qualified customers through Passport Advantage.

IBM Electronic Services

IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a Web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

Prices

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https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller/emea/channelannouncement

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### Announcement countries

Only in the following European, Middle Eastern and African countries:

- Iraq
- Sudan
- Syria

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