



# IBM Sametime Unified Telephony V9.0 introduces a modernized rich communications user interface

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## At a glance

IBM® Sametime® Unified Telephony is a telephony middleware layer that provides users with advanced communications features regardless of the underlying private branch exchange (PBX) infrastructure. Sametime Unified Telephony provides a single, unified phone number, on-hook, off-hook status, intelligent, rules-based call routing, and simple click-to-call and click-to-conference capabilities without having to replace your mix of multivendor Time Division Multiplex (TDM), IP, or cloud-based PBXs. Sametime Unified Telephony can also help extend the life of those legacy investments, migrate to the vendor of your choice at your pace, or source your telephony from the cloud and minimize disruption to the end user.

Sametime Unified Telephony V9.0 brings the following new capabilities:

- Compatibility with the new IBM Sametime V9.0 client
- New softphone and call diagnostics for the end user
- Improved deployment and configuration tools

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: YE001).

## Overview

IBM Sametime Unified Telephony makes it possible to integrate robust telecommunications into the social business experience, which can accelerate decision making and improve collaboration. By providing core telephony capabilities through the familiar IBM Sametime Connect client, Sametime Unified Telephony can help improve adoption and limit training costs. More importantly, Sametime Unified Telephony leverages your company's existing telephony infrastructure even if it includes mixed environments with Time Division Multiplex (TDM), IP, or private branch exchange (PBX) from multiple vendors. Sametime Unified Telephony shields the user from the infrastructure through a middleware approach and gives the enterprise the freedom to source telephony from multiple vendors or provider without impacting users.

Sametime Unified Telephony offers:

- Unified phone numbers - Give one number to your customers, partners, and colleagues instead of office, cell and home numbers. You can ensure that your customers are always calling the business and not the person.

- Intelligent, rules based call routing - Set simple rules that route calls to the IBM Sametime Connect softphone or any dialable device based on your Sametime status, your geographic location, the time of day, and caller ID.
- On-hook, off-hook status - Let others know you are on the phone and cut down on voicemail.
- Click-to-call, click-to-conference - Do not waste time tracking down phone numbers. You can call people with a single click or quickly start an ad-hoc conference call with a group of people.
- Heterogeneous telephony environment integration.

Sametime Unified Telephony V9.0 adds:

- Compatibility with the new client included with IBM Sametime Communicate V9.0 and IBM Sametime Complete V9.0.
- New client diagnostics through a plugin that allows end users to see what is happening on the system in the event of a disruption in functionality.
- A deployment and configuration tool that reduces the administrative effort to deploy.
- Support for optional use of the Watchit bot that can be downloaded separately by the IT department. This tool gives early warnings of potential issues with the IT infrastructure.

For information on mobile, refer to the [Statement of direction](#) section.

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## Key prerequisites

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Refer to the [Hardware requirements](#) and [Software requirements](#) sections for details.

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## Planned availability date

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September 20, 2013: Electronic availability

October 18, 2013: Media availability

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## Description

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### Accessibility by people with disabilities

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

[http://www.ibm.com/able/product\\_accessibility/index.html](http://www.ibm.com/able/product_accessibility/index.html)

### Section 508 of the US Rehabilitation Act

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IBM makes no representation about the Section 508 status of the third-party electronic and information technology product in this offering. Contact the vendor for specific, current information on the Section 508 status of this product.

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## Statement of direction

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IBM's intent is to bring mobile parity with the capabilities that are available on the desktop client and browser, where appropriate.

IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion. Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information mentioned regarding

potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

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## Availability of national languages

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Product description	Language	GA date
Sametime Unfd Telephony Call v9.0.0	Multilingual (Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese - Simplified, Spanish, Norwegian Bokmal, Portuguese-Brazilian, German, Swedish, Japanese, Chinese - Traditional, Hungarian, English, Greek, Turkish, Dutch, Czech, Italian, Finnish, Polish)	October 18, 2013
Sametime Unfd Telephony Cnct v9.0.0	Multilingual (Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese - Simplified, Spanish, Norwegian Bokmal, Portuguese-Brazilian, German, Swedish, Japanese, Chinese - Traditional, Hungarian, English, Greek, Turkish, Dutch, Czech, Italian, Finnish, Polish)	October 18, 2013

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## Program number

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Program	VRM	Program name
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## Education support

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

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

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

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

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

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## Offering Information

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Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

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## Publications

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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.

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## Technical information

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### Specified operating environment

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#### **Hardware requirements**

Visit

<http://www-01.ibm.com/support/docview.wss?rs=477&uid=swg27007792>

#### **Software requirements**

For a detailed description of hardware and software requirements, refer to the product info center at

<https://www-304.ibm.com/support/docview.wss?rs=477&uid=swg27019598>

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**

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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 Sametime Unified Telephony V9.0 will be distributed via a media package and electronic software distribution (ESD).

## **Security, auditability, and control**

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

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## **Ordering information**

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

### **Product information**

Licensed function title	Product group	Product category
IBM Sametime Unified Telephony Call	Sametime	Sametime
IBM Sametime Unified Telephony Connect	Sametime	Sametime
Program name	PID number	Charge unit description
IBM Sametime Unified Telephony Call	5724-U79	Per Authorized User
IBM Sametime Unified Telephony Connect	5724-U79	Per Authorized User

### **Charge metrics definitions**

#### **Authorized User**

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for

each Authorized User accessing the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

Note: Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

### Passport Advantage program licenses

#### IBM Sametime Unified Telephony

Part description	Part number
IBM Sametime Unified Telephony Call	
IBM Sametime Unified Telephony Call Auth User Annual SW S&S Rnw1	E04KFLL
IBM Sametime Unified Telephony Call Auth User SW S&S Reinst 12 Mo	D03LBLL
IBM Sametime Unified Telephony Call Authorized User Lic+SW S&S 12 Mo	D03LALL

#### IBM Sametime Unified Telephony

Part description	Part number
IBM Sametime Unified Telephony Connect	
IBM Sametime Unified Telephony Connect Auth User Annual SW S&S Rnw1	E06WELL
IBM Sametime Unified Telephony Connect Auth User Lic + SW S&S 12 Mo	D092ULL
IBM Sametime Unified Telephony Connect Auth User SW S&S Reinst 12 Mo	D092VLL

### Passport Advantage trade-up licenses

#### IBM Sametime Unified Telephony

Precursor product	Trade-up product	Trade-up part number
IBM Sametime Unified Telephony Call		
IBM Sametime Unified Telephony Lite Client	IBM Sametime Unfd Telpny Call from Lite Client per AU TrdUp Lic + SW S&S 12	D0JPZLL

### Passport Advantage supply

Program name/description	Part number
Sametime Unfd Telephony Call v9.0.0	
IBM Sametime Unified Telephony Call v9.0 Linux™ Multilingual Media Pack	AH18XML
Sametime Unfd Telephony Cnct v9.0.0	
IBM Sametime Unified Telephony Connect v9.0 Linux Multilingual Media Pack	AH18YML

### 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.

## Sametime Unfd Telephony Cnct V9.0.0

Entitled maintenance offerings description	Media packs description	Part number
Sametime Unified Telephony Connect Authorized User	IBM Sametime Unified Telephony Connect V9.0 Linux Multilingual Media Pack	AH18YML

## Sametime Unfd Telephony Call V9.0.0

Entitled maintenance offerings description	Media packs description	Part number
Sametime Unified Telephony Call Authorized User	IBM Sametime Unified Telephony Call V9.0 Linux Multilingual Media Pack	AH18XML

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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 Proof of Entitlement (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 numbers**

Program name	Program number	Form number
IBM Sametime Unified Telephony	5724-U79	L-MCOS-96LQU8, L-MCOS-96LQR6

The program's License Information will be available for review on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

### **Limited warranty applies**

Yes

### **Limited 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. For further information, consult the IBM Software Support Handbook found at

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

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 version or release will be available for a minimum of three years from the general availability date, 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 (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. 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***

For clarification, note that 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 clarification, note that for programs acquired under the IBM International Passport Advantage Agreement, this term applies only to your first acquisition of the program.

### ***International Passport Agreement***

#### ***Volume orders (IVO)***

No

#### ***Passport Advantage applies***

Yes, and through the Passport Advantage website at

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

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

#### ***Software Subscription and Support applies***

Yes. Software Subscription and Support 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 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 with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support 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>

Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

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

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

### ***Other terms***

#### ***System i® Software Maintenance applies***

No

#### ***Educational allowance available***

Not applicable.

#### ***Statement of good security practices***

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

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## **IBM Electronic Services**

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Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support all at no additional cost to you.

Now integrated into the base operating system of AIX® V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM , which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type `smitty esa_main`, and select `Configure Electronic Service Agent` . In addition, ESA now includes a powerful Web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more

information and documentation on how to configure and use Electronic Service Agent , refer to

<http://www.ibm.com/support/electronic>

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

## **Benefits**

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**Increased uptime:** The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM . The Electronic Service Agent tool securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM . The customer's business applications or business data is never transmitted to IBM .

**More accurate reporting:** Since system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, customers are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM , problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBM ID entered during activation, customers can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

<http://www.ibm.com/support/electronic>

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent . Reports are available for any system associated with the customer's IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, customers are able to see search results that apply specifically to their systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

<http://www.ibm.com/support/electronic>

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## Prices

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### Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software Value Plus, Additional information is also available at

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<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

### IBM Global Financing

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Fax: 800-2IBM-FAX (242-6329)  
For IBM representative: [callserv@ca.ibm.com](mailto:callserv@ca.ibm.com)  
For IBM Business Partner: [pwcs@us.ibm.com](mailto:pwcs@us.ibm.com)  
Mail: IBM Teleweb Customer Support  
ibm.com® Sales Execution Center, Americas North  
3500 Steeles Ave. East, Tower 3/4  
Markham, Ontario  
Canada  
L3R 2Z1

Reference: YE001

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**Note:** Shipments will begin after the planned availability date.

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<http://www.ibm.com/planetwide/us/>