



Multimedia Office Client Toolbar Overview

The Multimedia Office Client is an enhanced toolbar available in Outlook for use with your IP phone.



Presence: Indicates user availability. Click this button to manually change presence status.

Session: Click **Session** to open a conversation window.

Type a Contact to Call: Enter a number or SIP address and press **Enter**. The field populates, allowing you to click the **Call** or **IM** button to place a call or start an instant message.

Call: Active when a contact, friend or call-log entry is highlighted; or when a number or SIP address populates the *Type a Contact to Call* field. Click the button to place a call.

Instant Message (IM): Active when a contact, friend or call-log entry is highlighted; or when a number or SIP address populates the *Type a Contact to Call* field. Click the button to start an instant message.

200x: Click to highlight the button and use the C4 Multimedia Office Client with your IP desktop phone. Click again to disable and use the Multimedia Office Client in a standalone mode.

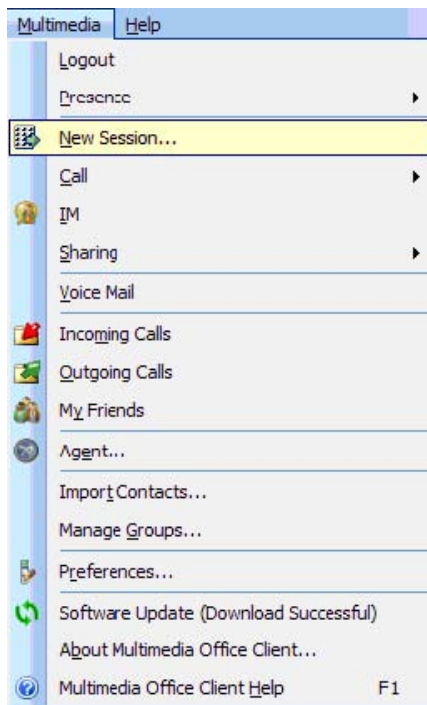
My Friends: Displays your *My Friends* view.

Personal Agent: Personal Agent Web Portal opens in a new window.

Multimedia Menu Overview



The C4 Multimedia Office Client menu options display on the main Outlook toolbar, under the heading *Multimedia*.



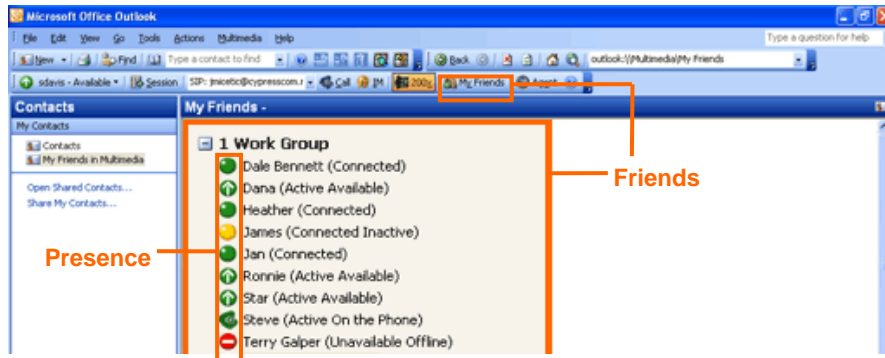
The table below describes the actions you can perform from the *Multimedia Menu*.

Menu Item	Menu Action
Login/Logout	Activate or deactivate the Multimedia Office Client.
Presence	<ul style="list-style-type: none"> Set user presence (status). Add a note for custom status.
New Session	Open a New Session window.
Call	<ul style="list-style-type: none"> Place a call to the selected contact. List all call numbers in a submenu.
IM	Send an instant message to selected contact.
Share	<ul style="list-style-type: none"> Start a sharing activity with a selected contact. Activities listed on submenu are: <i>Browse Web Pages</i>; <i>Send a File</i>; <i>Share Whiteboard</i>; or <i>Send Clipboard</i>.
Voicemail	Open a voice mailbox session.
Incoming Calls	Open the Incoming Calls folder and displays its contents.
Outgoing Calls	Open the Outgoing Calls folder and displays its contents.
My Friends	Displays friends and their online status.
Agent	Open the Personal Agent Web Portal in a new window.
Import Contacts	Search for and add contacts from your Outlook Global Address Book.
Manage Groups	Add, edit, and delete groups in the My Friends view.
Preferences	Open the application preferences window.
Help	Open the HTML Help application.
Software Update	Remotely check for software updates.
About Multimedia Office Client	Open <i>About Multimedia Office Client</i> window to see release information and capture logs.



Friends Overview

Within Outlook, you can designate contacts as friends—people that you contact frequently or want to know their availability (presence) status.



View Friends

To view friends, click the “My Friends” icon on the Multimedia Office Client toolbar.

Add Existing Contact or New Contact to Friends List

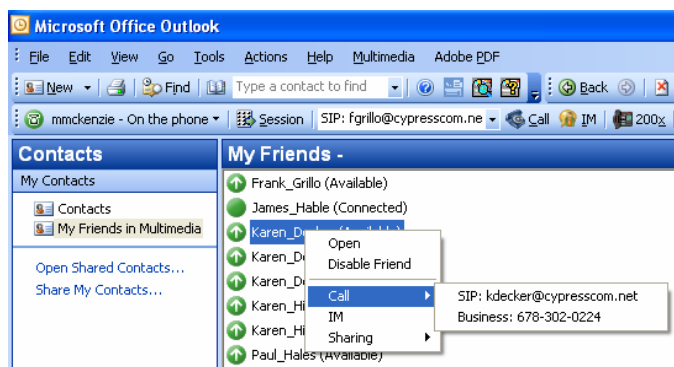
- From the *Outlook Navigation Pane*, Select *Contacts*. Double-click on a contact to open the record.
—OR—
Click the New Contact button to open the *Contact* window.
- Enter contact’s **SIP Address** (email address).
- Enter nickname for the contact. (Note: Nickname displays on *My Friends* list.)
- Select a group for this contact or skip if group is non-applicable.
- Check **this contact is a friend** box.
- Click **Save and Close**.

Add Contact from Global Address List Friends List

- From *Multimedia Menu*, select *Import Contacts*.
- Use the **Filter Search** drop-down list to select how you will search for name.
- Type in the name, SIP address or phone number in the **Search For** box.
- Check the friend box and click **Import**.

Note: To assign the contact to a group, open the contact record by double-clicking on the name in the *Friends* list.

Calling and Sharing Overview



Calling Options

- Select *Multimedia > New Session*.
- Click **Session** on the toolbar.
- Enter the number in the *toolbar Call Entry* field and click **Call**.
- Highlight a contact, friend or call-log entry and click **Call**.
- Right-click a contact, friend or call-log entry and select *Call* from the shortcut menu.

Sharing Options

- Select *Multimedia > New Session*.
- Click **Session** or **IM** on the toolbar.
- Right-click a contact, friend or call-log entry and select *IM* or *Sharing* from the shortcut menu. If sharing, then click *Browse Web Pages*, *Send a File*, *Share Whiteboard* or *Send Clipboard*.

Presence Overview

- Unknown**
No presence information is available.
- Connected**
User is registered in the network, but is not reporting presence status. Calls can still be placed to user.
- Connected Away**
Connected Out to Lunch
Connected Be Right Back
User is registered in the network and has manually configured this state to indicate temporary unreachable status.
- Connected Inactive**
User registered in network, has automatic presence, and has not accessed computer for a period of time.
- Available**
User registered in network, has automatic presence, and is actively using the computer.
- Active on the Phone**
User registered in network, has automatic presence and is on a call.
- Offline**
User is not registered in the network.
- Unavailable On Vacation**
Unavailable Busy
User manually configured this state to indicate unreachable status.
- Do Not Disturb (DND)**
User has DND activated.