

# Multimedia PC Client Quick Reference

## Contents

|   |        |
|---|--------|
| Introduction .....  | page 1 |
| Multimedia PC Client .....                                | page 2 |
| Multimedia PC Client with Converged desktop service ..... | page 4 |
| Notes .....   | page 5 |

## Introduction

This Quick Reference provides feature overview for the Multimedia PC Client.

It does not contain specific configuration or information for a particular system. If you have questions regarding specific information about your system, please contact your next level of support.

## Additional documentation

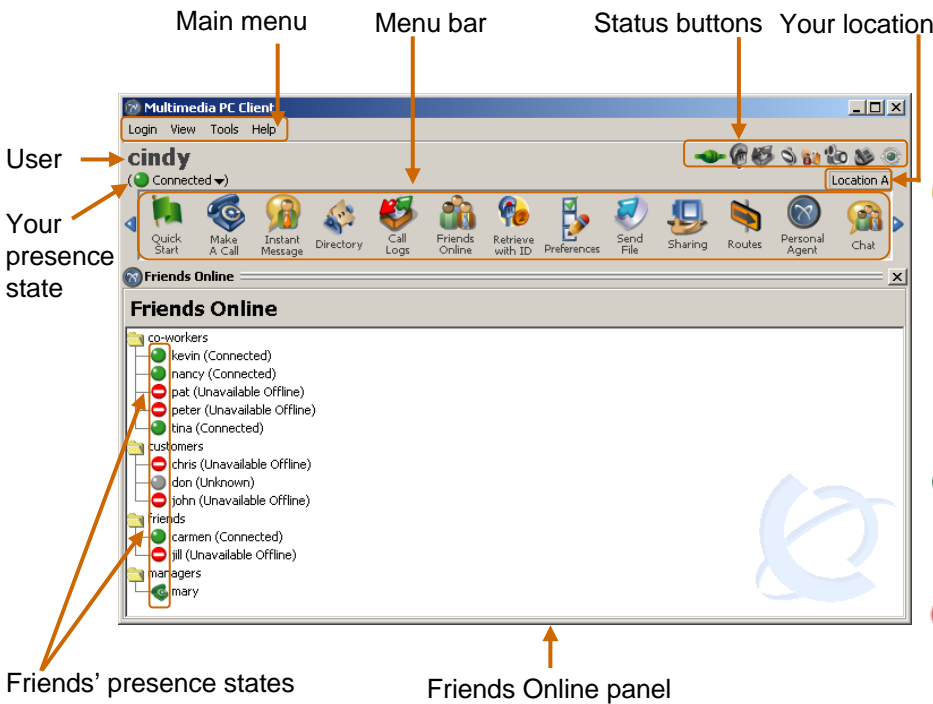
For more information, access the detailed user guides available on CD, use the on-product Help, or talk to your system administrator.

## Contacting support

If you have questions or encounter any issues, contact your system administrator.



# Multimedia PC Client



## Presence icons

- Unknown** - no presence information is available.
- Connected** - user is registered in network.
- Connected Inactive** - user is registered in network, has automatic presence, and has not used the computer for sometime.
- Active Available** - user is registered in network and has automatic presence enabled.
- Active On the Phone** - user is registered in network, has automatic presence, and is on a call.
- Unavailable** - user is registered in network, but is busy, or user is not registered in network.

## Quick Start actions

- Quick Start** - Show the Quick Start panel.
- Make A Call** - Display Make a Call window to initiate a voice conversation.
- Instant Message** - Display the Instant Message window to start an IM conversation.
- Directory** - Display your personal and global address books.
- Call Logs** - Display Inbox and Outbox.
- Friends Online** - Display online status of your Friends.
- \*Assistant Console** - Monitor, transfer, and route calls for the Assisted user.
- \*Retrieve with ID** - Retrieve a parked call.
- Preferences** - Display/modify program preferences.
- Send File** - Display Send File window to send a file to another user.
- Sharing** - Display Sharing window to initiate a sharing conversation.
- Routes** - Launch Personal Agent in a browser window and view your Route information.
- Personal Agent** - Launch Personal Agent in a browser window.
- \*Chat** - Join or create a chat room.

\*These buttons appear on your Multimedia PC Client only if these services are in your service package.

## Making a call

- Press the **Make A Call** button, and...
  - Enter an address (or select an address using the **Directory** or **Recent** buttons).
  - Press the **Make Phone Call** or **Make Video Call** button.
- Or, press the **Directory** button and...
  - Double-click\* an entry,
  - Or, right-click an entry and select **Call** from the pop-up menu.
- Or, press the **Call Logs** button, and...
  - Double-click\* an entry,
  - Or, right-click an entry and select **Call** from the pop-up menu.
- Or, press the **Friends Online** button, and...
  - Double-click\* an entry,
  - Or, right-click an entry and select **Call** from the pop-up menu.
- Or, select an email, contact list entry, or meeting request in an Outlook 2000 or 2002 folder, and...
  - Click the **Call** button on the main Outlook 2000 or 2002 tool bar.

\* You can assign the double-click action to initiate a call or to send an instant message.



# Multimedia PC Client



## Incoming call actions

- Answer** - Answer the call.
- Answer Video** - Answer the call with video (if available).
- Reply w/IM** - Send a message to the caller without answering the call.
- Decline** - Reject the call. You can also provide a reason for call rejection.
- Ignore** - Ignore the call. (Call ringing stops, and call is handled based on screening instructions.)
- Redirect** - Forward the call to another party or location.

## Call actions

- Hang Up** - End the call.
- Audio Quality** - Attempt a codec downshift /upshift.
- Hold Retrieve** - Hold/retrieve a call.
- New Call** - Place a call on hold and initiate a new call
- Mute** - Mute/unmute voice stream
- Conference (Join)** - Place a call on hold and start a new call to join to conference.
- Start Camera** - Add/remove video stream for a call.
- Transfer** - Transfer a call to another user.
- Park Call** - Hold a call for one or several users in the domain.

View control panel buttons

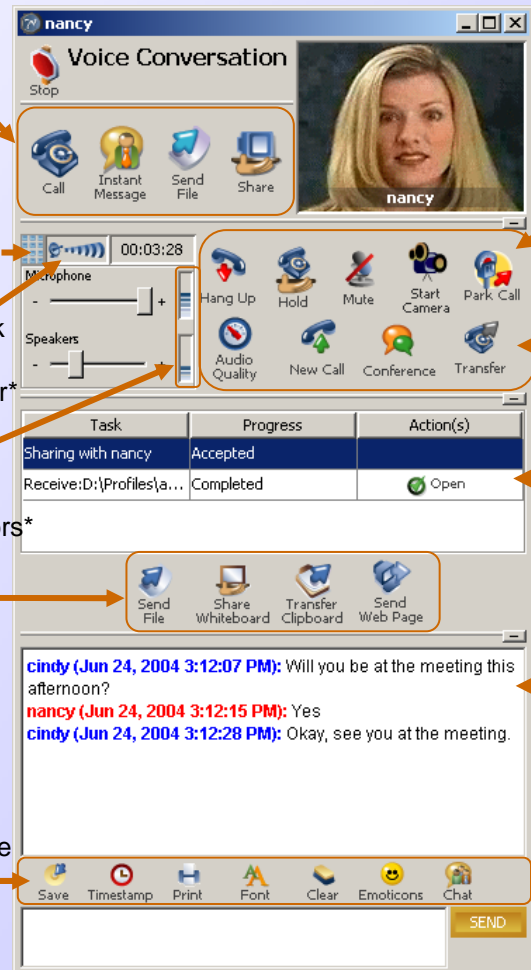
Dial pad

Network quality indicator\*

Voice energy indicators\*

Sharing control buttons

Instant Message control buttons



## Sharing actions

- Send File** - Send a file.
- Share Whiteboard** - Share a whiteboard.
- Transfer Clipboard** - Send clipboard data.
- Send Web Page** - Send Web URL.

## Instant Messaging actions

- Save** - Save IM history to file.
- Timestamp** - Activate/deactivate timestamp.
- Print** - Print IM history.
- Font** - Format IM text.
- Clear** - Clear IM History.
- Emoticons** - Insert IM emoticon.
- Chat** - Join or create a chat room.

\* Not available when using an i2002 or i2004 Internet Telephone for voice (Multimedia Client Set mode).

