

PC Client Toolbar Overview

The PC Client is a software program that runs on your PC, allowing you to make and receive calls anywhere that you have an Internet connection. The PC Client also integrates your IP phone with your PC, creating a collaborative communications experience.



Quick Start: Displays the Quick Start window, allowing you to view the PC Client icons vertically. Close the PC Client Toolbar to use only the Quick Start vertical icons.

Make a Call: Displays the Make A Call window that allows you to make a call.

Instant Message (IM): Displays the Instant Message window, allowing you to send an instant message to another C4 user.

Directory: Displays your address book Directory window. Right-click on a directory entry to call a contact, share files or send an instant message.

Call Logs: Displays the Call Logs window. Right-click on an entry to call a contact, share files or send an instant message.

Friends Online: Displays the Friends Online window. You can see availability information or "presence" of users that you mark as Friends. Right-click on a Friend entry to call them, share file(s) or send an instant message.

Retrieve with ID: After you park a call, this icon is active, allowing you to enter a call ID number and retrieve a parked call.

Preferences: Displays your User Preferences, allowing you to adjust the C4 PC Client settings to suit your needs.

Send File: Displays the Send File window that allows you to send one or more files to another user.

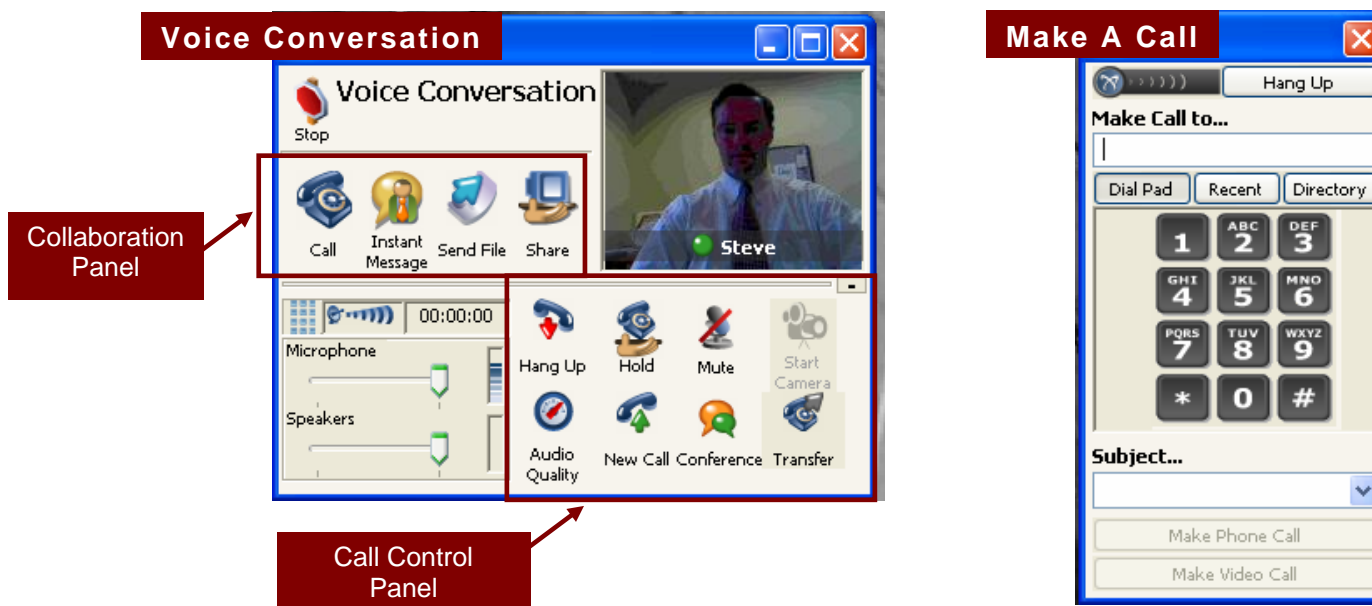
Sharing: Displays the Sharing window for: sending file(s), sharing a whiteboard, sending Web page(s) and transferring clipboard data.

Routes: Launches your call screening and routing functions, allowing you define multiple call treatments.

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

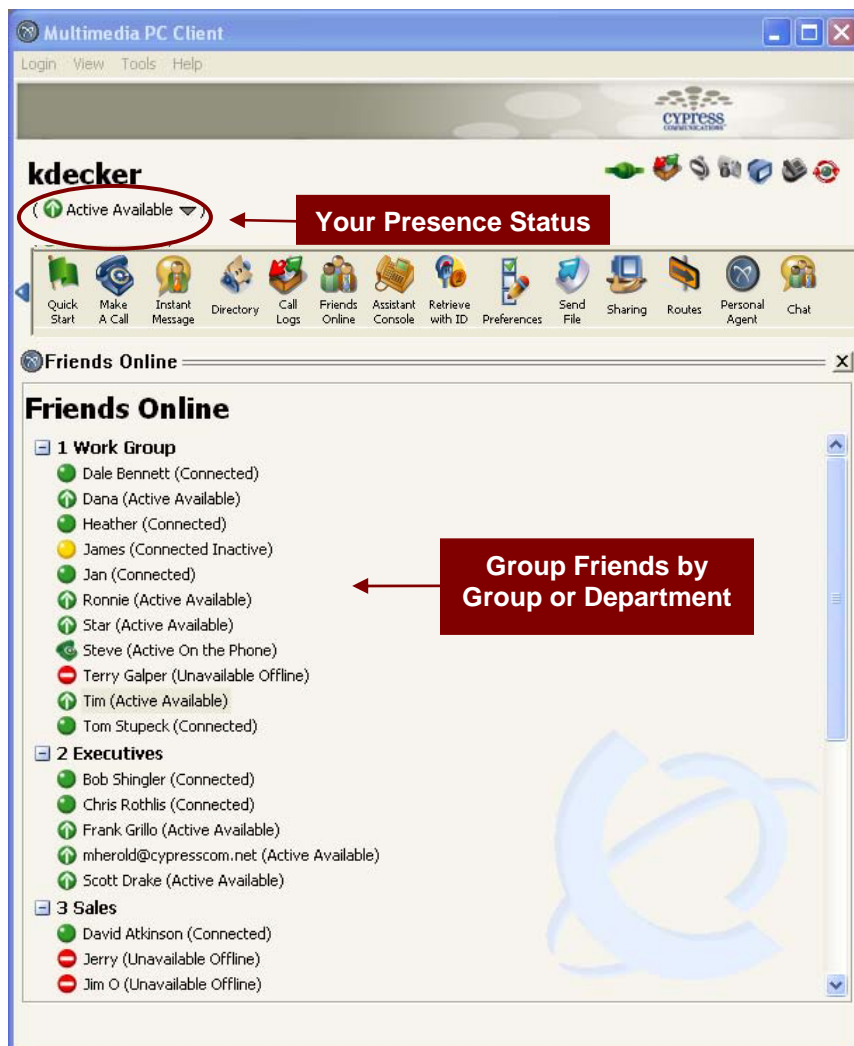
Chat: Launches the Chat Room window that allows you to create a new chat room or join an existing chat room.

Commonly Used Call Windows













Overview of Friends Online and Presence Status

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



Presence Status Definitions

-  **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.