



C4 PC Client Installation Instructions

This document outlines step-by-step instructions for installing and using the PC Client application.

These instructions include:

1. Computer System Requirements
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Computer System Requirements

Item	Minimum Requirement
Processor	1 GHz (or higher) Pentium-class or equivalent processor
Operating System	Windows XP, Windows 2000, Windows 2003 or Vista
Data Connection	Cable or DSL 384k
Sound	Full duplex sound card with speakers (external or built in). Separate USB headset (best) or analog headset with built-in microphone.
RAM	256 MB*
Free Hard Drive Space	1 GB
Display	800x600 @ 16bpp (65,536 colors) VGA or better video graphics card.

* This requirement is in addition to the memory requirements of the Operating System and other concurrent applications.

Remove existing Nortel C4 Multimedia Office Client

(If previously installed)

To uninstall the Nortel Multimedia Office Client (MOC) Plug-in, first, close Outlook if running. Next, go to the control panel and select programs. Find the Nortel Client on the list and highlight. Next, click on the uninstall button and remove the program.

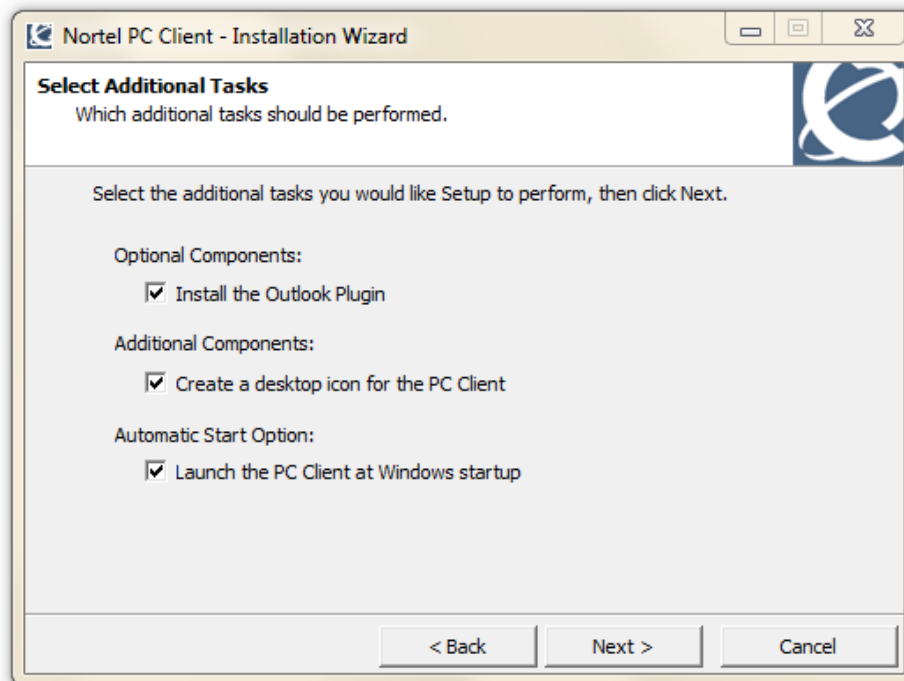
Installing and Configuring the Cypress PC Client

INSTALLING THE PC CLIENT

To install Cypress PC Client, go to www.cypresscom.net, select Customer Care > Resource Center and click on the C4 IP Soft Client PC Client download link.

The steps you will need to follow are:

1. Click Next.
2. Accept Agreement.
3. Click Next.
4. Click Next.
5. Click Next.
6. Check these 2 boxes if you'd like to use these features:
 - a. Create a desktop icon for the PC Client (recommended)
 - b. Launch the PC Client at Windows Start-up (optional)
 - c. **Note:** Install the Outlook Plug-in.



7. Click Next.
8. Click Install.
9. Once the download and installation are complete, check the appropriate box to launch the application.
10. You'll see a pop-up that says:

"You must restart your system for the configuration changes made to Nortel Networks PC Client to take effect. Click Yes to restart now or No if you plan to restart later."

Click "No." (You'll restart your PC later.)

CONFIGURING THE PC CLIENT

If you checked the box to open the PC Client at the end of the installation process, then the Welcome Configure Screen is displayed.

To manually open the Client application, either (a) double-click the **desktop** icon (if present) or (b) select the **Nortel Networks PC Client** from the Windows Start Menu. The first time you use the application, you are presented with a Configuration Wizard to walk you through the Client configuration. Follow the prompts that appear on your screen.

Step 1 – Welcome: Click Next.

Step 2 – User Information: Enter your username in all lower case letters.

Step 3 – Network Information: Provide (or verify) the IP address and domain for the default proxy server. This information may be automatically filled in for you; if this is the case, simply verify that the address shown is correct. Otherwise, enter the correct information (provided below):

- A) Proxy Address: c4server.net
- B) Domain Name: [enter your company's domain name; e.g. cypresscom.net]
- C) Click Next.

Step 4 – Connection: Verify that your Additional IP address is shown (*if you are using multiple IP addresses*). Also, select the connection speed that best matches your network connection speed.

- A) Confirm Your Additional IP Address. (For questions contact your administrator.)
- B) Verify Your LAN Speed Classification. (For questions contact your administrator.)
- C) Click Next.

Step 5 – Audio Test Call: Confirm that your microphone and speakers are working at proper audio send and receive levels. (In most cases, setting the proper levels for both speaker volume and microphone are around $\frac{1}{4}$ of the way turned up.)

Note: If you will be using ONLY your desktop handset to place and receive calls, click "Next" to skip the Audio Test Call step.

Once the audio test is complete, click "Finish" to end the configuration wizard.

Launching the PC Client for the First Time

Step 1 – Sign In

The Sign In window appears with your proxy server's IP address and your username.

1. Enter your Password.
2. Click on the "Remember my password" check box if you do not want to enter your password every time you sign in. This is recommended if you are using your PC and is not recommended if you are using a common work station.
3. Check the "Sign me in automatically" check box if you want the client to automatically sign in. This is also recommended if you are using your PC.
4. Click "OK."

Tip: If you chose to have the PC Client start up automatically, and you set your Network preferences to automatically connect to your proxy server, be sure to select the **Remember my password** option so that you won't have to type your password during sign in. After completing this step, if you disconnect or lose connection with the server, you may need to manually sign in.

Step 2 – Security Alert

The first time you access the Multimedia PC Client after installation, the following Security Alert dialog box may appear. When the dialog box appears, click "Yes."

Step 3 – Location

Select your **Location**. The physical location you choose appears on the top right of the main screen and becomes your default location whenever you log on to the client until you decide to change it again. Your service package restricts the number of concurrent logins that can use the Multimedia PC Client, Personal Agent, IP Phone, and Multimedia Client Set. (If you receive an error message stating that you have exceeded your login limit, log out of any other devices that you are logged into and try logging in again.) Otherwise, contact your system administrator.

Caution: You must provide the correct location information on your PC; otherwise, some services, such as conferencing services, may not work properly.

Setting up a Nortel IP Phone for Converged Desktop

"Converged Desktop" allows you to manage incoming and outgoing calls from your PC, yet use your desktop handset to talk during the calls.

To set up your Nortel IP Phone for "Converged Desktop"

1. Select **Tools > Preferences > User** from your PC Client menu.
 - ✓ Check **Converged Desktop Mode** box to indicate that you want the Nortel IP Phone (1120, 1140, 2002, 2004 or 2007) to provide voice while the PC provides advanced IP and multimedia services.
2. Click **OK** to save your changes or **Cancel** to exit without saving.
 - If you check the "Converged Desktop" box, then the software will assume that you will **always** pick up your phone handset to talk to callers.
 - Even if you use the "Click-to-dial" feature on your PC, Converged Desktop will automatically put the call on your speakerphone until you pick up the phone handset.
 - Incoming calls will first display on your PC screen, but may be answered using your phone handset or by clicking on screen and using your phone's speakerphone to talk.
 - **The "Converged Desktop" setting is the recommended setting for voice use while you are at your office desk.**

Tip: If you are using the PC Client software remotely without a desktop Nortel phone, then uncheck this box each time you log into the PC Client software so that you can make and receive calls using your PC's headset and microphone only.

Turn "Converged Desktop" OFF by unchecking the radio button.

When in the OFF mode, the software assumes that you will be placing and receiving calls only through your PC using a headset and microphone.

This mode is recommended when you are working remotely without the benefit of a Nortel IP phone. Nortel IP Phone Models 1120, 1140, 2002, 2004, and 2007 are capable of "Converged Desktop."

Simplified Mode

To change the interface of the PC Client to a more compact intuitive view, click on the User Interface menu. Choose "Simplified" from the Select Theme menu.