



Multimedia Office Client (MOC) Installation Instructions

This document outlines step-by-step instructions needed to install and use the Multimedia Office Client (MOC) application which integrates your computer with your telephone, empowering you with cutting-edge communication tools such as: click to call, find me follow me and calling routes, as well as optional Web and video conferencing services.

Minimum recommended hardware and operating system requirements

- 2 GHz (or higher) Pentium-class or equivalent processor
- Windows 2000 with SP3, Windows XP, Windows Server 2003, or later
- Cable modem, DSL, or 10base-T Ethernet connection
- Full duplex sound card with headset (microphone-headphone combination)
- 384 MB Free RAM *
- 75 MB free hard disk space
- 800x600 @16bpp (65,536 colors) SVGA or better video graphics card and monitor
- Mouse or any pointing device

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

Downloading the Cypress Multimedia Office Client

To download and install the Cypress Multimedia Office Client, double-click the client **install file** located at:

<http://cypresscom.net/customer-care/resource-center/c4-ip-soft-client-download/>



Before You Begin

You need the following items to start using the Multimedia Office Client:

- A PC configured with the required minimum software and hardware, as described
- Network access with a connection that meets the minimum transmission speed requirements, as described
- MCS account
- If PC Client is installed, make sure it is closed. Either uninstall PC Client or make sure it is set to not automatically load when Windows starts.

Installing the Multimedia Office Client



Note: To install the Multimedia Office Client you must have Administrator privileges on your computer.

To install the Multimedia Office Client:

1. Double-click the Multimedia Office Client installation file and select Run.
2. As the installer application walks you through the installation process, select your installation options, including the language to use for installation.



Note: The language used for installation is not used for the Multimedia Office Client interface. The language used for the Multimedia Office Client interface is determined by the language of your operating system.

- The location in which to install the Multimedia Office Client
- Whether you want to view any important release notes

Note: If a “Files in Use” window appears because Microsoft Outlook is running, close Microsoft Outlook and click **Retry**.



Launching the Multimedia Office Client

Upon installation, the Multimedia Office Client adds new features to Microsoft Outlook. Double-click the Microsoft Outlook desktop icon (if present) or select Microsoft Outlook from the Windows Start menu to open the Multimedia Office Client application.

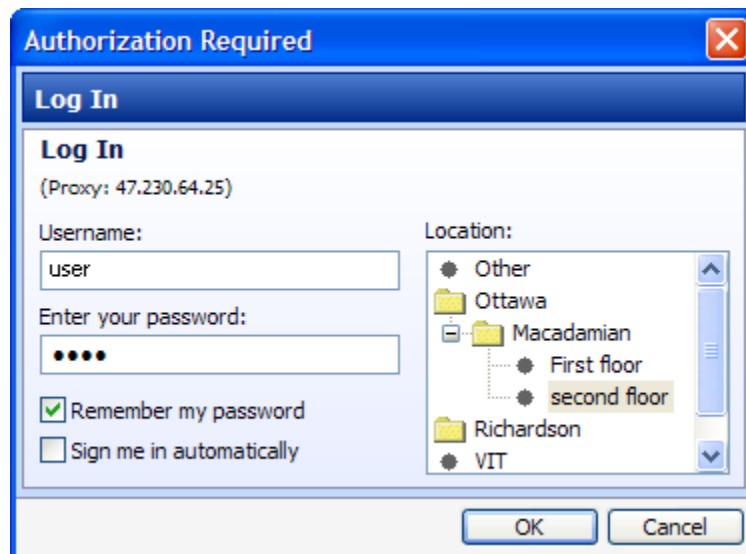
Logging on to the Multimedia Office Client

If the Multimedia Office Client is not configured to automatically log on, you must log on manually.

To Log on to the Multimedia Office Client:

From the Microsoft Outlook main menu select **Multimedia > Login**. The Log In window appears with your proxy server IP address and your **Username** which was provided in your welcome email.

1. Enter your **Password** which was provided in your welcome email.



2. Select the **Sign me in automatically** check box if you want the Multimedia Office Client to automatically log on when you open Microsoft Outlook.
3. Select your **Location**. The physical location you choose becomes your default location whenever you log on to the Multimedia Office Client until you decide to change it.
4. Click **OK**.



Note: Your service package restricts the number of concurrent logins that can use the Multimedia Office 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.

Configuring the Multimedia Office Client

You can go to **Multimedia > Preferences** to configure the following settings:

- User profile
- Connection speed
- Active network proxy server
- Ringtones
- Audio devices for voice and alerting sounds
- Audio
- Video
- Voice mail
- IP Phone 2002, IP Phone 2004, or IP Phone 2007 connectivity
- File exchange
- Presence
- Instant messaging
- Calls
- Miscellaneous
- User interface



Note: You may not be able to change some settings because they are dependent on your service package, preconfigured by your service provider, or not available for your configuration. For example, if you are using the Multimedia Office Client in Converged Desktop mode, you cannot edit audio settings.

The rest of this guide will focus on setup of the features that are required for initial use of the Multimedia Office Client. For details on other preference options, please refer to the online help documentation by going to **Multimedia > Multimedia Office Client Help**.



User Preferences

You can change your login preferences and location at any time through the User Preferences screen.

Connection Speed

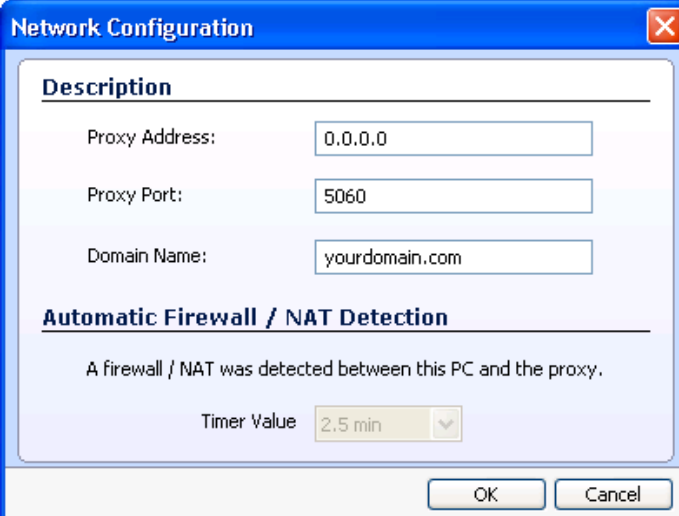
Select the **High Speed** setting for optimum performance.

Network

In the Network Information page, enter (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, click on Edit... and enter the correct proxy server information:

1. Enter your **Proxy Address** provided in your welcome email.
2. Enter your **Domain Name** provided in your welcome email.
3. Click **OK**.

A screenshot of a "Network Configuration" dialog box. The dialog has a blue title bar with a close button (X) in the top right corner. The main content area is white with a blue border. It is divided into two sections. The first section, titled "Description", contains three input fields: "Proxy Address" with the value "0.0.0.0", "Proxy Port" with the value "5060", and "Domain Name" with the value "yourdomain.com". The second section, titled "Automatic Firewall / NAT Detection", contains a message: "A firewall / NAT was detected between this PC and the proxy." Below this message is a "Timer Value" dropdown menu currently set to "2.5 min". At the bottom of the dialog are two buttons: "OK" and "Cancel".

Description	
Proxy Address:	0.0.0.0
Proxy Port:	5060
Domain Name:	yourdomain.com

Automatic Firewall / NAT Detection

A firewall / NAT was detected between this PC and the proxy.


Timer Value: 2.5 min

OK Cancel



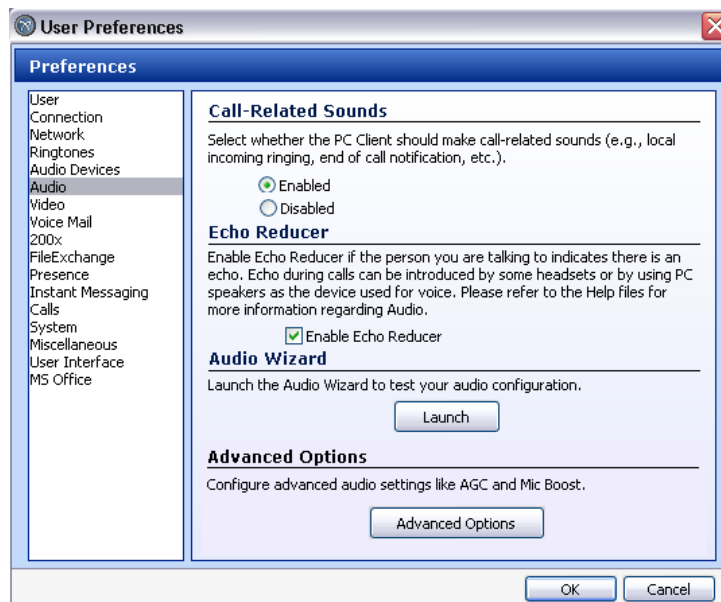
Using the Audio Wizard to configure audio volume

Use the audio wizard tool to configure your microphone and speaker audio levels.

 **Note:** These settings are not available for users who are using the Multimedia Office Client in Converged Desktop mode.

To test and adjust audio settings for optimal voice transmission and reception quality:

1. Go to **Multimedia > Preferences** and then select the **Audio** list item.



2. Click **Launch** to start the audio test wizard. The Audio Wizard window will appear.
3. Shut down any other audio applications that are running and click **Next** to continue.
4. Click **Start** and begin talking into your microphone. You should hear your voice coming through the speakers or headset.
5. Click **Stop** to stop the audio recording and playback.
6. If you hear yourself during the audio test call, click **Next** to end the audio test.
7. If you did not hear yourself during the audio test call, click **Settings** to display your sound card Audio Properties window.
8. Click the **Volume** button from the Sound playback device to display your Volume Control window.
9. Adjust all volume settings to approximately 80% and close the window.
10. In the Audio Properties window click the **Advanced** button in the Sound playback section.



The Advanced Audio Properties window appears showing your speakers setting.

1. Select the appropriate option from the **Speaker Setup** list. For example, if you use a laptop without a headset for applications other than the Multimedia Office Client, select the **Laptop stereo speakers option**.
2. Click **OK** to save the setting.
3. Select the **Performance** tab from the Advanced Audio Properties window.
4. Set the Hardware acceleration to **Full** and Sample rate conversion quality to **Best**.
5. Click **OK** to save the settings.
6. In the Audio Properties window click the **Volume** button in the Sound recording section.

The **Recording Control** window appears.

1. Adjust the microphone setting to approximately 15%.
2. Click the **Advanced** button to display your Advanced Controls for Microphone window.
3. Ensure that the **Microphone Boost** check box is not selected.
4. Click **Close**.
5. Click **OK** to close the Audio Properties window.
6. Click **Finish** to close the Audio Wizard window.

Setting up a Nortel IP Phone for Converged Desktop

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

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."



To set up your Nortel IP Phone for "Converged Desktop", follow these steps:

1. Select **Multimedia > Preferences > User** from your Multimedia Office Client menu.
2. 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.

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

A screenshot of the "User Preferences" dialog box. The "User" category is selected in the left-hand navigation pane. The main area is titled "User Profile Settings" and contains fields for "Username" (cd9996028) and "Password" (masked with dots). Below these are two checked checkboxes: "Automatically start Multimedia Office Client services when Microsoft Outlook starts" and "Automatically sign me in at Startup". The "User Mode" section has a checked checkbox for "Converged Desktop Mode". The "Location" section shows "Current Location" as "CDII_RTP" with a "Change" button next to it. At the bottom are "OK" and "Cancel" buttons.

3. Click **OK** to save your changes or **Cancel** to exit without saving.

You should now be ready to begin using your Microsoft Office Client.