PC Client
Quick Reference Guide

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 (converged mode), 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 from the toolbar.

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 add as Friends. Right-click on a Friend entry to call them, share files or send an instant message.

Preferences: Displays your User Preferences, allowing you t 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 files, sharing a whiteboard, sending Web pages and transferring clipboard data.

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

Personal Agent: Personal Agent web portal opens in a new window allowing you access to all Personal Agent functions.

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

Converged / Unconverged Mode
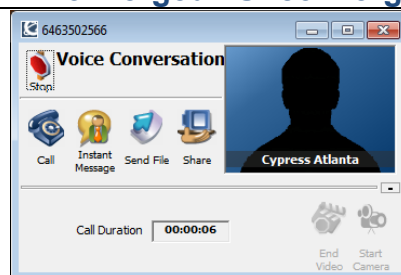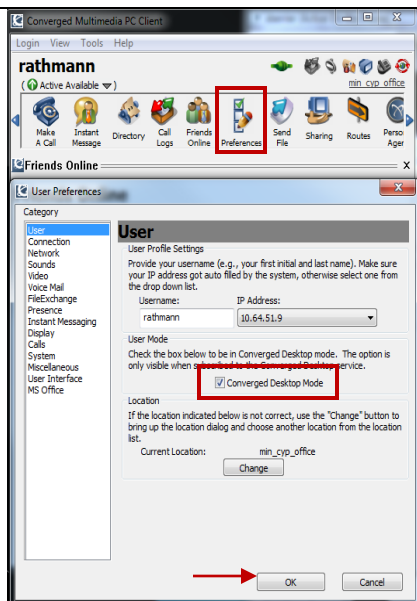

Converged-With IP Phone

Unconverged-Without IP Phone

Converged mode allows you to click to call from Friends Online, Global and Personal Directories, and Inbox/Outbox. When converged, you use your IP phone as your phone device. When Unconverged, you use your computer/laptop as your softphone, in conjunction with a headset with microphone.

1. Click on **Preferences** on the toolbar
2. Check the box to be in converged mode, or uncheck the box to be in unconverged mode.
3. Click **OK** to save changes.

Overview of Friends Online and Presence Status

Friends Online View
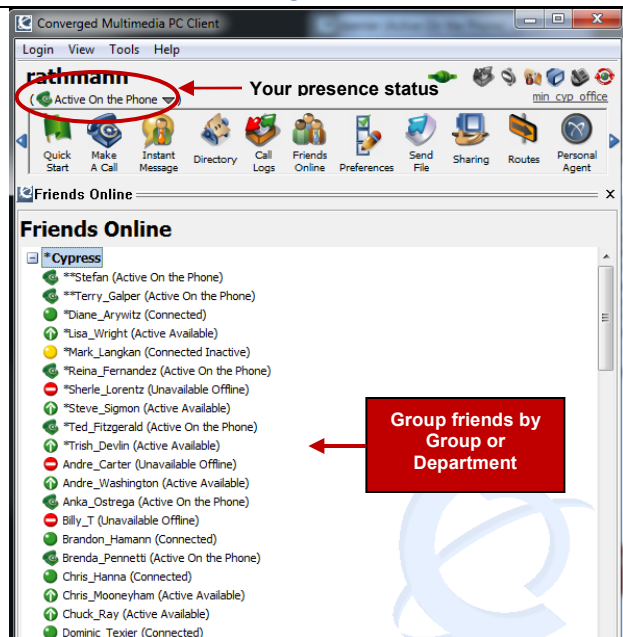
Presence Status Definitions

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.

Available
User registered in the network, has automatic presence, and is actively using the computer.

Active on the Phone
User registered in the 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.

Using Friends Online

✓ Monitor status/availability of friends online

✓ Double click to call Friends Online

✓ Right-click on Friends to:
  Instant Message them
  Email them
  Edit their contact details
  Call them at locations other than their office phone
  Share Files

Customizing Presences

You can add customized presences to reflect your specific status such as vacations, meetings, etc.

1. Click on your presence status
2. Go to New Note
3. Choose appropriate status, Connected or Unavailable
4. Enter name of customized presence

To change your presence, click on your presence status and select from the system defined presences or your customized presences.

Adding Friends Online

1. Click on the Directory icon on the toolbar
2. Click the drop down box under Look In and choose Global Address Book
3. Type in the individual's name in the Search For box
4. Find your friend in the list and single click on their name
5. Click Add Contact icon
6. Friends are sorted alphabetically by Nick Name
7. Confirm that there is a check in the Friend box at the bottom
8. Click Save

Adding Entries to Your Personal Address Book

You can quickly add people to your Personal Address Book from your Incoming and Outgoing Call Logs.

1. Click on the Call Logs icon on the toolbar
2. Choosing ether the Inbox or Outbox tab, select the individual you want to add, single click on that entry
3. Click Add to Directory icon
4. Modify/add information in the Contact Details box accordingly

NOTE: The SIP address will be populated with the individual's number@yourdomain, i.e., 2125551234@cypersscom.net . Do not change the SIP address.