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Multimedia Web Client User Guide

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Welcome

The *Multimedia Web Client Online Help* provides you with the instructions necessary to get up and running with this product. This help also describes the capabilities of the Multimedia Web Client, a feature-rich user interface.

Topics include:

- [“Getting started” on page 1](#)
- [“Multimedia communication” on page 23](#)
- [“Presence” on page 55](#)
- [“Managing your contacts and calls” on page 65](#)
- [“Sharing” on page 93](#)
- [“Using the IM chat room” on page 101](#)
- [“Advanced set-up” on page 115](#)
- [“Troubleshooting” on page 151](#)
- [“Button references” on page 175](#)
- [“Hardware notes” on page 181](#)

Audience

This help is intended for users of the Multimedia Web Client services and features.

We recommend that you keep your access client open when you follow the steps described in the Multimedia Web Client documentation.

Screen captures in the Multimedia Web Client documentation show Internet Explorer as the default browser. However, if you are using another browser (for example, Netscape), your screen may look slightly different.

Text conventions

This help uses the following text conventions:

bold text	Indicates the command key you need to press Example: Press Ok .
<i>italic text</i>	Indicates new terms, document titles

Acronyms

This help uses the following acronyms:

ADSL	Asynchronous Digital Subscriber Line
bpp	Bits per pixel
codec	coder/decoder
COM	Component Object Model
DND	Do Not Disturb
DSL	Digital Subscriber Line
DTMF	Dual Tone Multi-Frequency
ERC	Express Routing Code
GUI	Graphical User Interface
IM	Instant Message
IP	Internet Protocol
IPCM	Internet Protocol Client Manager
ISDN	Integrated Services Digital Network
MWI	Message Waiting Indicator
LAN	Local Area Network
NAPT	Network Address and Port Translation
NAT	Network Address Translation
PC	Personal Computer
PNG	Portable Network Graphic
PSAP	Public Safety Answering Point
PSTN	Public Switched Telephone Network
SIP	Session Initiation Protocol
URL	Universal Resource Locator (internet address)
USB	Universal Serial Bus

Related publications

Other publications related to the Multimedia Web Client :

- *Personal Agent User Guide*
- *Multimedia Web Client Quick Reference*
- *i2002 Internet Telephone User Guide*
- *i2004 Internet Telephone User Guide*
- *Media Application Server - Unified Communications Quick Reference*
- *Media Application Server - Meet Me Audio Conferencing End User Quick Reference Guide*
- *Media Application Server IM Chat Service Guide*

How to get help

For services issues, please contact your local support or Information Services team.

Getting started

Topics in this section:

- [“What is the Multimedia Web Client?”](#) on page 2
- [“Useful terms to know”](#) on page 3
- [“Before you begin”](#) on page 12
- [“Understanding the Multimedia Web Client interface”](#) on page 16
- [“Using online help”](#) on page 21

What is the Multimedia Web Client?

The Multimedia Web Client is a web-based applet that transforms your PC into a powerful telephony and multimedia communications tool. This software applet runs on a PC and provides advanced IP telephony features, many of which are not available on a traditional telephone:

- Internet Protocol (IP) calls
- advanced call logging - keep track of incoming, outgoing and missed calls
- personal address book - stored on the network and synchronized across clients
- presence - see who is online and let others know that you are online
- call hold/retrieve
- call park/retrieve
- call transfer (blind or consult)
- web page push (and co-browsing)
- do not disturb (DND)
- call handling - decline, redirect, or ignore incoming calls
- instant messaging - send and receive text messages
- IM chat - creating new chat rooms and joining existing chat rooms
- video calls (on demand, one-way, and two-way video)
- conference calls (requires network conference server)

Useful terms to know

The Multimedia Web Client uses some terms that may be new to you. Take a moment to read through the explanations to familiarize yourself with the following terms:

- [“Address” on page 4](#)
- [“Conference” on page 5](#)
- [“Conversation” on page 6](#)
- [“Friends” on page 8](#)
- [“Personal address book” on page 9](#)
- [“Presence” on page 10](#)
- [“Proxy server” on page 11](#)
- [“Before you begin” on page 12](#)

Address

When a procedure instructs you to enter an address it means entering either a telephone number or a SIP (Session Initiation Protocol) address. A SIP address is a unique identifier of users on the IP network. It has the same format as an email address, for example, jdoe@lab1.org, but it is not an email address. The network can identify where you are and route your calls by tracking your SIP address when you sign in to any Multimedia Web Client, Multimedia PC Client, or i2002 or i2004 Internet Telephone. In order to make it easier to place calls, you can store addresses (SIP addresses or telephone numbers) in a personal address book.

Using SIP addresses allows you to take advantage of the more powerful features of the Multimedia Web Client, such as presence.

Conference

Conferences are calls that involve more than two callers. The two types of conferences are ad hoc and meet me. Ad hoc conferences are conferences that are created on the fly by joining multiple calls together into one conference call. Meet me conferences are conferences that use a pre-defined conference number where users provide an access number (and optionally a passcode) to be placed into the appropriate conference bridge. The network conference server is responsible for hosting both types of conferences. The Multimedia Web Client can be used to create ad hoc audio conferences, or to dial into meet me audio conferences.

Conversation

The Multimedia Web Client allows you to converse with another user in a multitude of ways. Conversations can involve one or more multimedia functionalities. For example, a conversation may involve just voice (voice conversation), or just instant messaging (IM conversation), or both (conversation). The concept of conversations is key to understanding and using the multimedia capabilities of the Multimedia Web Client.

Service package

Your service provider or system administrator assigns a service package with pre-defined features and options for you. Some features will only be available to you if they are listed in your service package. For example, your company may not support PC video cameras and therefore these settings would not be available for you to change. In addition to video, your service package defines how many Friends you can have, how many callers you can join in an audio conference, and whether you have voice mail enabled.

If you have access to the Personal Agent, you can view the features and options available in your service package through **Settings > Preferences > Services > Service Package**.



Note: Your service package features won't be available on your Multimedia Web Client until you sign in.

Friends

Within your personal address book, you can designate entries as Friends. People that you contact frequently are good candidates as Friends. If you have marked an address book entry as a Friend, then you can see the online presence status for that entry. Just click the **Friends Online** button to see your Friends and their online presence status.



Note: The ability to see another user's presence information is dependent upon your service package. If your service package does not support presence, then you cannot mark any address book entries as Friends. Consequently, you will not see any presence information when using the **Friends Online** button.

Personal address book

Your personal address book is a key tool for managing addresses. You can save your addresses for quick call access as well as organize address book entries into groups. The Multimedia Web Client provides read-only access to your personal address book.

Your personal address book is synchronized across all your network access devices. For example, if you make a change in your personal address book using the Personal Agent, the change automatically appears on your other network access devices (like your Multimedia Web Client, your Multimedia PC Client, and/or your i2002 or i2004 Internet Telephone).

Presence

Presence is how you let other users know your status in the network. Use **Login > Change My Status** to change your presence state. This lets other users know whether you are online or unavailable. You can also set the system to automatically alert others whether you are away from your PC or on the telephone.



Note: The ability to configure automatic presence notifications on the Multimedia Web Client is dependent upon your service package. If your service package does not support automatic presence, then you will not be able to use the automatic presence feature.

Proxy server

A proxy server is an application that relays data between your Multimedia Web Client and the network. It is responsible for making sure your calls get to your registered access clients, like the Multimedia Web Client. When you connect to the proxy server you need to provide a valid username and password.



Note: The IP address of the proxy server may already be defined in your Multimedia Web Client. If it is not, contact your administrator to obtain the proxy server configuration information.

Before you begin

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

- authorization to access the Multimedia Web Client (contact your system administrator or service provider for login details)
- a PC configured with the required minimum software and hardware, as described in the following section
- network access with a connection that meets the minimum transmission speed requirements, as described in the following section



Note: The Multimedia Web Client can operate with the minimum hardware and software requirements but the recommended requirements will provide enhanced multimedia communications quality.

- correct configuration of your web browser (for Internet Explorer users only)

Minimum hardware and operating system requirements

- 550 MHz Pentium-class or equivalent processor
- Windows* 98(SE), Windows Me, Windows NT* 4.x with SP5, Windows 2000, or Windows XP
- 28.8 Kbps modem
- Microphone and full duplex sound card
- 48 MB free RAM (This requirement is in addition to the memory requirements of the OS and other concurrent applications.)
- 28 MB free hard disk space (if Java Runtime Environment needs to be installed, otherwise 8 MB)
- Netscape* 7.0 and above, or Internet Explorer 6.0 and above
 - Cookies enabled
 - Java script enabled
- 640x480 @8bpp (256 colors) VGA graphics card
- Mouse

Recommended hardware and operating system requirements

- 1 GHz (or higher) Pentium-class or equivalent processor
- Windows XP, Windows 2000, Windows 98(SE), or Windows NT 4.x with SP5
- 56 Kbps modem or faster network connection (Cable modem, DSL, 10base-T Ethernet connection will provide a better user experience.)
- Full duplex sound card with headset (microphone-headphone combination)
- 64 MB free RAM (This requirement is in addition to the memory requirements of the OS and other concurrent applications.)
- 28 MB free hard disk space (if Java Runtime Environment needs to be installed, otherwise 8 MB)
- Netscape 7.0 and above, or Internet Explorer 6.0 and above
 - Cookies enabled
 - Java script enabled
- 800x600 @ 16bpp (65,536 colors) VGA or better video graphics card
- Mouse

Optional hardware and software requirements

- USB-based video camera (Web Cam). A 16bpp (65,536) VGA or better video graphics mode is required in order to send video. See [Chapter](#) , “[Hardware notes](#)” for more information about video camera support.



Note: Using a USB headset for voice communication together with a USB video camera for video communication may have a significant effect on voice quality, or produce a blue screen error.

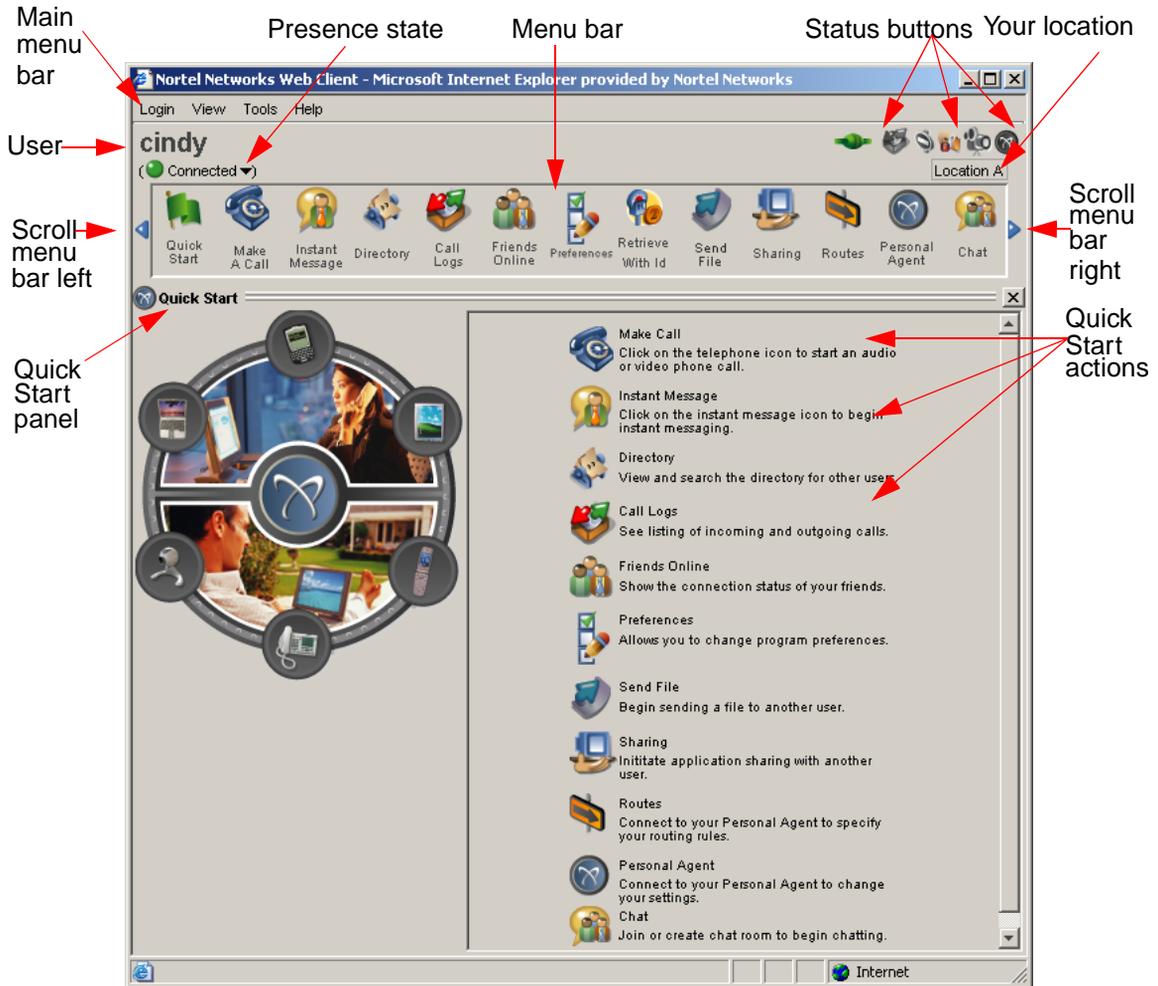
- Web browser configuration. In order to prevent your Multimedia Web Client from being replaced when you click on a web link, you must disable the “Reuse windows for launching shortcuts” option. This configuration is required for Internet Explorer (IE) users.

From the IE Web browser

- a** Click **Tools > Internet Options** and the **Advanced** tab.
- b** Clear the **Reuse windows for launching shortcuts** check box option.
- c** Click **Apply**.
- d** Click **OK**.

Understanding the Multimedia Web Client interface

The following figure shows the main window interface that appears when you start up the Multimedia Web Client:



Main menu actions

The Multimedia Web Client has a very flexible interface and allows the user to perform commands using the menus, the GUI, or hot keys. The following table lists the actions you can perform from the Multimedia Web Client main menu and their corresponding menu location.

Menu name	Menu action	Key command
Login	<ul style="list-style-type: none"> • Login • Logout • Change My Status • Exit 	
View	<ul style="list-style-type: none"> • Directory • Call Logs • Friends • Quick Start 	<ul style="list-style-type: none"> • Ctrl+D • Ctrl+L • Ctrl+F • Ctrl+Q
Tools	<ul style="list-style-type: none"> • Make Call... • Send Instant Message... • Sharing... • Start Chat... • Preferences... • Show Routes • Personal Agent • QoS Installer 	<ul style="list-style-type: none"> • Ctrl+M • Ctrl+N • Ctrl+G • Ctrl+H • Ctrl+P • Ctrl+R • Ctrl+A • Ctrl+I
Help	<ul style="list-style-type: none"> • Contents • About... 	

Main buttons

The main interface provides the buttons to access the following features of the Multimedia Web Client:

Button	Description
	Displays the Quick Start menu in a tear-away Quick Start window attached to the main GUI.
	Displays the Make A Call window that allows you to make a call.
	Displays the Instant Message window that allows you to address, compose, and send an instant message.
	Displays your address book in a tear-away Directory window attached to the main GUI window. Right-clicking on a directory entry displays a shortcut menu with actions that can be performed on the selected entry (for example, call, or send instant message).
	Displays your call logs in a tear-away Call Logs window attached to the main GUI window. Right-clicking on a call log entry displays a shortcut menu with actions that can be performed on the selected entry (for example, call, or send instant message).
	Displays your Friends in a tear-away Friends Online window attached to the main GUI window. You can see the presence state of all your Friends. Right-clicking on a Friend displays a shortcut menu with actions that can be performed on the selected entry (for example, call, or send instant message).
	Displays the User Preferences window that allows you to adjust the Multimedia Web Client settings to suit your needs.
	Allows you to retrieve a call from a general lot when you enter the call park token.
	Not available.
	Displays the Sharing window that allows you to start a sharing conversation with another user. The Multimedia Web Client allows you to Send Web Page(s) .

	Opens a new web browser window that allows you to access call screening and routing functions.
	Opens a new web browser window that allows you to access the Personal Agent.
	Launches the Chat Room window that allows you to join a chat room or create a new chat room.

Status buttons

The status buttons display important information and provide quick access to the following features of the Multimedia Web Client:

Button	Description
	Connects or disconnects from the network proxy. Lights up red when you are not connected to the network proxy. Lights up green when you are connected to the network proxy.
	Displays your call logs in a tear-away Call Logs window attached to the main GUI window. Flashes when you have new calls.
	Activates/Deactivates local Do Not Disturb (DND). Flashes when DND is active.
	Calls the voice-mail server defined in preferences. Flashes when you have new messages.
	Displays your video preferences. Lights up when video is enabled.
	Displays your video preferences. Shows up when video is in receive-only mode.
	Displays any parked or held calls.

Using online help

There are several ways that you can access Multimedia Web Client help:

- tool tip help - a small help description that is available when you roll your mouse over a button on the Multimedia Web Client main interface
- online help - from the Multimedia Web Client main menu, select **Help > Contents** to view a task-based help system. The online help provides
 - help pages containing forward and backward navigation icons
 - procedures that help you use the Multimedia Web Client
 - links to all topics
 - a table of contents with hypertext links
 - an index

Multimedia communication

Topics in this section:

- [“Making a call” on page 24](#)
- [“Receiving a call” on page 28](#)
- [“Answering a call” on page 31](#)
- [“Ending a call” on page 33](#)
- [“Holding a call” on page 34](#)
- [“Retrieving a held call” on page 35](#)
- [“Parking a call” on page 36](#)
- [“Retrieving a parked call” on page 37](#)
- [“Transferring a call” on page 39](#)
- [“Conference calling” on page 42](#)
- [“Sending instant messages” on page 45](#)
- [“Sending IM broadcasts” on page 49](#)
- [“Using voice mail” on page 51](#)

Making a call

There are multiple ways to initiate a call (voice conversation) using the Multimedia Web Client. The most common ways to make a call are to

- double-click on any **Directory**, **Call Logs**, or **Friends Online** entry
- right-click on any **Directory**, **Call Logs**, or **Friends Online** entry, and then select **Call** from the shortcut menu that appears.



Tip: Right-clicking is a quick way to access extended actions that you can perform on a selected entry.

- use the **Make A Call** button and manually entering an address



Tip: Bring up the **Make A Call** address window by pressing **<CTRL-M>** in the Multimedia Web Client main GUI.

Sending and receiving video

If you have a web camera for your PC, you can easily transmit video to the other party. A high-bandwidth network connection and fast PC processor are recommended for optimal video performance. If the other party has a camera and subscribes to video service, then you can receive their video transmission as well.

There are pre-defined video configurations for:

- Very low bandwidth (Dialup modem)
- Low bandwidth (ISDN, Cable modem, DSL)
- Medium bandwidth (High speed LAN)
- High bandwidth (High speed LAN)
- Receive-only video

In addition, the Multimedia Web Client allows you to specify a custom video configuration.

The default setting for video is receive-only video. Before you can send video you must configure the video settings.

For more information on video configuration procedures, see [“Setting up video preferences \(optional\)” on page 127](#).

Making a voice or video call

To initiate a voice or video call

- 1 Select **Tools > Make Call...** or click the **Make A Call** button on the Multimedia Web Client main GUI. The **Make A Call** address window appears.

Enter an address (username, SIP address, or public telephone number) in the **Make Call to...** field. When dialing a public telephone number, do not add punctuation to the number. For example, 5556245 is a valid public telephone number while 972-555-6245 is not.



Tip: For outside calls from an office system, or for long distance calls, be sure to include any necessary access codes; for example, dial **619725556245**.

From the **Make A Call** window, you can access your personal address book as well as a redial list of the last five incoming and outgoing calls. Click the **Redial** and/or **Directory** buttons to access these extra address resources.



Tip: Double-click on a personal address book entry to immediately make a call to that entry.

- 2 Enter or select an optional call subject in the **Subject...** drop-down menu.
- 3 Click either the **Make Phone Call** or **Make Video Call** button to make a call to the address you have entered.



Tip: To make video call successfully, ensure that you enable the video option from **Tools > Preferences > Video** tab, which you access from the main menu. For more information see [“Setting up video preferences \(optional\)” on page 127](#).



Note: The ability to make video calls is dependent on your service package. If you do not have video support you will not be able to make video calls.

Receiving a call

When the Multimedia Web Client receives an incoming call, a receiving call **Conversation** window appears on your desktop.

Incoming call – Multimedia Web Client

When the Multimedia Web Client is running on your computer and receives an incoming call, it displays a receiving call **Conversation** window that displays **Receiving Call...** on your desktop.

The receiving call **Conversation** window contains the following buttons and status information:

- The **name** of the calling party appears in the title bar.



Note: The **name** displayed in the window is selected using the following order of precedence:

If the calling party is defined in your personal address book, then the user's **nickname** is displayed.

If the user has provided a **display name** and the user is not in your personal address book, then their **display name** is displayed.

If the calling party is not in your personal address book, and no **display name** is provided, then the user's **username** is displayed.

- If the caller provides a network calling picture ID, a photo of the caller appears. The user's **name** also appears at the bottom of the user's photo.
- If the calling party provides a subject for the call, the **call subject** displays in the **Subject** area.
- **Stop** - Closes the **Conversation** window and ends the call.
- **Call** - Until the call is answered, the **Call** button has no action. Once a call is answered, the **Call** button closes or reopens the call control panel.
- **Instant Message** - The **Conversation** window expands to show the instant messaging control panel where you can enter a message to send to the caller. The incoming call is not affected and can still be handled through one of the other **Conversation** window call-handling buttons.
- **Send File** - Not available.
- **Share** - The **Conversation** window expands to show the share control panel. From there you can access the Multimedia Web Client sharing tools:
 - **Send File** - Not available.
 - **Share Whiteboard** - Not available.

- **Transfer Clipboard** - Not available.
- **Send Web Page** - Sends web pages for viewing on the other user's system.
- The call control panel displays the following call-handling buttons:
 - **Answer** - The call is answered and voice is started.
 - **Answer Video** - The call is answered and voice (and if negotiated, video) is started.
 - **Reply w/IM** - When selected, the **Conversation** window expands to show the instant messaging control panel where you can enter a message to send to the caller. The incoming call is not affected and can still be handled through one of the other **Conversation** window call-handling buttons.
 - **Decline** - Informs the caller that the call has been declined and the **Conversation** window closes. You have the option of declining with or without a reason.
 - **Ignore** - The conversation window closes. You can configure whether or not the caller is informed that the call has been ignored using **Tools > Preferences > Miscellaneous**.
 - **Redirect** - A **Redirect Call** window appears and you can select or enter an address where the call will be redirected. After selecting or manually entering a redirect address, the **Conversation** window closes.

Answering a call

To answer an incoming call, click **Answer** or **Answer Video** in the **Conversation** window. The call control panel for the **Conversation** window changes to include active call controls.

The **Conversation** window contains the following buttons and status information in the call control panel:

- **Microphone** - Displays the current microphone recording sensitivity level and allows you to adjust the microphone recording sensitivity level.
- **Speaker** - Displays the current speaker volume level and allows you to adjust the speaker volume level.
- **Hang Up** - Ends the conversation and closes call control panel. If there are no other active media conversations for the call then the **Conversation** window also closes.
- **Audio Quality**- Not available.
- **Hold Retrieve**- Places the conversation on hold or retrieves the held conversation. The **Hold** button flashes when the conversation is actively held.
- **New Call** - Places the conversation on hold (if it is not already held) and opens a new **Make A Call** window that allows you to originate another call.
- **Mute** - Mutes the microphone and stops video for the conversation or un-mutes the muted microphone and restores video for the conversation. The **Mute** button flashes when the conversation is actively muted.
- **Conference** - Places the conversation on hold (if it is not already held) and opens a **Make A Call** window that allows you to originate another call. Once that new call is answered the **Conference** button becomes a **Join** button that allows you to join the new call and the held call into a single conference call.
- **Start Camera** - Attempts to add video to the existing voice conversation.
- **Transfer** - Transfers the conversation to another user. The transfer can be unattended (blind transfer) or attended (consult transfer).
- **Park call** - Parks or holds a call in a general lot so another user can retrieve it with a call park token, or parks a call for a specific user for retrieval.

Disabling call waiting

If you do not wish to receive any incoming calls while you are on an active call, you can have your system administrator activate the call waiting disable feature. When this feature is enabled you do not receive any incoming call pop-up windows, allowing you to focus on your current call. The rejected incoming calls are logged into your incoming call logs and missed calls logs.



Note: Activating the call waiting disable feature does not affect instant messaging, collaboration capabilities, or making outgoing calls.

When the system administrator activates the call waiting disable feature, the caller receives one of the following:

- a busy tone
- your voice mail with the “user busy” greeting



Note: The ability to use the call waiting disable feature is dependent upon your service package. If your service package does not support this feature, then you will not be able to use the call waiting disable feature.

Ending a call

To end a voice call, click the **Hang Up** button in the call control panel of the **Conversation** window.



Note: Ending a voice conversation does not necessarily close the **Conversation** window. If there are other active conversations with the user, the window stays open (for example, if the instant messaging control panel is open, the **Conversation** window remains open, even after the voice conversation has ended).



Tip: To end all related conversations and close the main **Conversation** window at one time, press the **Stop** button.

Holding a call

To put an active voice conversation call on hold

- 1 Make a voice call or answer an incoming voice call.
- 2 Click **Hold**. The call is now held, and the **Hold** button on the Call Control window flashes. No audio or video is transmitted while this call is on hold. The caller will be able to hear music or a tone if you have Music on hold service.



Note: The ability to play music or a tone for calls that are placed on hold in the network is dependent upon your service package. If your service package does not support the Music on hold service, then the call you place on hold will not be able to hear music.



Tip: While the call is on hold, you can make and answer other calls.

Retrieving a held call

To retrieve a call on hold, click the flashing **Hold** button. The call is retrieved, and the **Hold** button on the call control panel stops flashing.



Note: It is possible that you might not be able to retrieve a call. For example, the caller you put on hold can place you on hold as well.

If you retrieve a held call while another call is already active, then the active call is automatically placed on hold before retrieving the held call.

Parking a call

The **Park Call** button allows you to place a call on hold so that someone else can retrieve it. You can have the call returned to you if it is not picked up after a specified amount of time. This service must be enabled in your service package.

You can park a call in a general lot for general retrieval, or park a call for a specific user.

To park a call

- 1 Make a call or answer an incoming voice call.
- 2 Click **Park Call**. The **Park Call** window appears.
- 3 Select **Park in a general lot** if you wish to hold the call for any user in the domain to retrieve it.
- 4 Click **OK**. The following window appears providing you with a call park token.
- 5 Select **Park against a user** if you wish to hold the call for a specific user.
- 6 Click **OK**. The user you designate to retrieve the parked call, receives a **Parked Call** window on their Multimedia Web Client indicating a parked call.

Retrieving a parked call

When you park a call in a general lot, you receive a call park token. Forward the call park token to the users who may retrieve this call from the general lot. To retrieve a call from a general lot

- 1 Click the **Retrieve with ID** button on the Multimedia Web Client main GUI.
- 2 Enter the call park token of the parked call.
- 3 Click **OK**. You get connected with the call.

Automatically retrieving a parked call

If you set the auto-retrieve function in the Personal Agent, you can automatically retrieve your parked call from the Multimedia Web Client. With this setting, if a parked call is not retrieved from the general lot or by a specific user within a specified time period, then the call automatically routes back to you since you initially parked this call. Enable the auto-retrieve function in the Personal Agent through **Preferences > Services > Call Park**. For more information, refer to the *Personal Agent User Guide*.



Tip: If you enable the auto-retrieve function in the Personal Agent, you do not need the call park token information to retrieve a call.



Note: The ability to automatically retrieve a parked call that was not answered within a specified amount of time is dependent upon your service package.

Transferring a call

You can transfer an active call without talking to the person you are transferring the call to (blind transfer), or you can consult with the person who will receive your transferred call (consult transfer).

Blind transfer

To perform a blind transfer of an active call

- 1 Click **Transfer** in the call control panel for the conversation you wish to transfer. The **Transfer Call** window appears.
- 2 Enter a transfer address, such as a telephone number or SIP address (or by selecting a **Redial** or **Directory** entry).
- 3 Click **Direct Transfer** in the **Transfer Call** window.

The Multimedia Web Client transfers the call to the named destination, closes the **Conversation** window, and disconnects the call.

Consult transfer

To transfer an active call and speak with the party you are transferring to

- 1 Click **Transfer** in the panel for the conversation you wish to transfer. The **Transfer Call** window appears.
- 2 Enter a transfer address, such as a telephone number or SIP address (or by selecting a **Redial**, or **Directory** entry).
- 3 Click **Announce Caller** in the **Transfer Call** window.
- 4 The Multimedia Web Client initiates a new call to the transfer destination. After talking to the transfer destination, press the flashing **Complete Transfer** button to initiate the transfer.

The transfer destination is placed on hold and the Multimedia Web Client initiates a new call to the network audio conference server. Once connected to the audio conference server, the Multimedia Web Client performs a blind transfer of both the transferee and the transfer destination to the audio conference.

- 5 Once the transferee and the transfer destination join the conference, both the original **Conversation** window and the transfer destination **Conversation** windows close. Press **Hang Up** in the remaining conference **Conversation** window to finish the transfer and drop out of the call.

Conference calling

You can use the Multimedia Web Client to set up network-hosted audio conference calls.



Note: The maximum number of parties that can be joined together in a network-hosted audio conference is dependent on your service package.

Creating a conference

To set up a conference call using the Multimedia Web Client

- 1 Make a call or answer an incoming call.
- 2 Place that party on hold.
- 3 Repeat this process up to the conference port limit defined by your service package.



Note: In a conference one port is taken up by you, so the maximum number of people you can join into a single audio conference is the conference port limit minus one.

- 4 Click the **Join** button in any one of the **Conversation** windows and the Multimedia Web Client initiates a new call to the network conference server, requesting the appropriate number of conference ports.

Once the Multimedia Web Client has successfully contacted the network conference server, all the held calls are transferred to the network conference server. As each party joins the conference, the **Conversation** window for that call closes.



Note: Video is not available during conference calls.

Leaving a conference

Any user can depart from a conference call by pressing the **Hang Up** button in their **Conversation** window for the conference call. The network conference server continues hosting the conference call until only one party remains, at which point it ends the call.

Sending instant messages

Instant messaging allows you to send and receive text notes among one or more recipients, even while you are engaged in an active call.

You can send an instant message in any of the following ways:

- From the Multimedia Web Client main tool bar, select the **Instant Message** button. The Multimedia Web Client displays an **Instant Message** address window for you to select recipient(s) and enter the message.
- From the Multimedia Web Client main menu, select **Tools > Send Instant Message...** The Multimedia Web Client displays an **Instant Message** address window for you to select recipient(s) and enter the message.
- From the **Conversation** window of an active call, select the **Instant Message** button. The **Conversation** window expands to show the instant message control panel where you can send instant messages to the other user on the call.
- Right-click on any **Directory**, **Call Logs**, or **Friends Online** entry, and select **Send Instant Message**. The Multimedia Web Client displays a window for you to send a text message to the address of the selected entry.
- From the **Conversation** window of an incoming call, select the **Instant Message** or **Reply w/IM** button. The **Conversation** window expands to show the instant message control panel for you to send a text message to the originator of the call.

Sending an IM using the instant message command

To initiate an instant message conversation using the instant message command

- 1 Select **Tools > Send Instant Message...** or the **Instant Message** button on the main GUI. The **Instant Message** address window appears.
- 2 Enter an address (username, or SIP address) in the **Send Instant Message to...** field. The **Instant Message** address window also includes access to your personal address book, your friends, and a list of most recent addresses you've had instant message conversations with. Click the **Friends**, **Recent** and/or **Directory** buttons to access these extra address resources.
- 3 Click **Add** to place the address into the **Participants...** list.

The Multimedia Web Client allows you to start multiple instant message conversations at one time. If you want to start multiple instant message conversations at one time, repeat the previous two steps for each address you wish to start an instant message conversation with.

- 4 Click **Start IM Session** to bring up an **IM Conversation** window.



Tip: When initiating an instant message directly from a **Directory** entry, **Friends** entry, **Call Logs** entry, or a **Conversation** window you do not have to enter the instant message recipient address using the **Instant Message** address window.

- 5 Type your message in the instant message control panel. If desired, you may format the text by using the font control button.
- 6 Press **<Enter>** on your keyboard, or click the **SEND** button in the instant messaging control panel.

Sending an instant message during a call

To send an instant message during an active conversation

- 1 Select **Instant Message** on the **Conversation** window for the call you are on. The **Conversation** window expands to include the instant messaging control panel.
- 2 Type your message in the instant message control panel. If desired, you may format the text by using the font button.
- 3 Press <**Enter**> on your keyboard, or click the **SEND** button in the instant messaging control panel.

Replying to an instant message

When you receive an instant message it appears in an IM conversation window from the sender.

To reply to the instant message

- 1 Type your message in the instant message control panel. If desired, you may format the text by using the font button.
- 2 Press <Enter> on your keyboard, or click the **SEND** button in the instant messaging control panel. Your message appears in an **IM Conversation** window of the person who sent the instant message.

Sending IM broadcasts

Sending an IM broadcast enables you to send an instant message to multiple users simultaneously.

Sending an IM broadcast

To send an IM broadcast

- 1 Select **Tools > Send Instant Message...** or the **Instant Message** button on the main GUI. The **Instant Message** address window appears.
- 2 Select an address (username, or SIP address) from the **Friends, Recent** and/or **Directory** buttons.
- 3 Click **Add** to place the address into the **Participants...** list.
- 4 Click **Start IM Broadcast Session**. The **IM Broadcast** window appears.
- 5 Type your message in the instant messaging control panel. If desired, you may format the text by using the font button.
- 6 Press **<Enter>** on your keyboard, or click the **SEND** button in the instant messaging control panel.



Note: From the **IM broadcast** window you can only send messages to multiple users simultaneously. You cannot receive any messages in the IM broadcast window. If someone replies to your broadcast, you receive the message in an **Instant Message** window.

If one of your contacts is offline, the **User Unavailable** window appears letting you know that your IM broadcast failed to reach this person.

Using voice mail

The Multimedia Web Client gives you point-and-select access to your voice-mail service from your organization or network provider. Your service package determines whether or not you can access the integrated voice-mail commands the Multimedia Web Client provides. Contact your service provider for details on obtaining network-based voice mail and ensuring that your unanswered calls go to your network voice mailbox.



Tip: Before accessing your voice mail through the Multimedia Web Client for the first time, you must configure the Multimedia Web Client to contact your voice-mail system.

See [Chapter , “Advanced set-up,” on page 115](#) for more information on configuring the Multimedia Web Client for use with a voice-mail system.



Note: The ability to use Unified Communications services is dependent upon your service package. For more information, refer to *Media Application Server - Unified Communications Quick Reference*.

Note:

Message Waiting Indicator (MWI)

If your service package enables access to your network-based voice-mail server, then when a user leaves you a voice-mail message, the Multimedia Web Client alerts you by flashing the **Voice Mail** status button on the main GUI. If you do not subscribe to network-based voice-mail service, the **Voice Mail** status button does not flash.

Accessing your voice mailbox

Before using the **Voice Mail** button to access your voice-mail server, you must configure the Multimedia Web Client, providing the command digits for the various voice-mail commands. See [Chapter , “Advanced set-up,” on page 115](#) for information about configuring the Multimedia Web Client voice mail command buttons.

To access your voice mailbox

- Click the **Voice Mail** status button on the Multimedia Web Client main window. The Multimedia Web Client makes a call to your voice-mail server. A **Conversation** window and extended call control panel opens that enables you to interact easily with the voice-mail system.

Using voice-mail functions

To use the voice-mail control panel functions, click the command buttons on the voice-mail control panel for the function you wish to perform on the voice-mail system. You can also access the integrated dial pad to manually enter commands for the voice-mail system.

To access the integrated dial pad

- 1 Click on the **Keypad** button in the call control panel. The Multimedia Web Client displays a dial pad so you can enter digits to send to the voice-mail server.
- 2 Click the digit(s) you want to send to the voice-mail server. You can also use your keyboard to type in the digits to send.

Presence

Topics in this section:

- [“Understanding presence” on page 56](#)
- [“Managing your presence” on page 58](#)

Understanding presence

Presence is how you let other users know your status in the network. This lets other users know whether you are online, offline, available, or unavailable. Each presence icon represents a presence state.

Icon	Presence state(s)	Description
	Unknown	No presence information available.
	Connected	User is registered in network.
	Connected Away Connected Out to Lunch Connected By Right Back Connected <custom note>	User is registered in network and has manually set this state to indicate that the user may not be reachable.
	Connected Inactive	User is registered in network, has automatic presence, and has not accessed the computer, where the Multimedia Web Client is currently registered from, for a period of time.
	Active Available	User is registered in network, has automatic presence enabled, and is actively using the computer where the Multimedia Web Client is currently registered from.
	Active On the Phone	User is registered in network, has automatic presence, and is actively on a call.
	Unavailable Busy Unavailable On Vacation Unavailable Offline Unavailable <custom note>	User is registered in network and has manually set this state to indicate that the user may not be reachable, or user is not registered in network.



Note: You cannot manually set all of the presence states shown in the above table. For example, the **Connected Inactive** state is set by the Multimedia Web Client automatically when it detects you have been away from your computer for a specified amount of time.

Automatic presence

You can configure the Multimedia Web Client to automatically alert others whether you are away from your PC and/or on the telephone.



Note: The ability to configure automatic presence notifications on the Multimedia Web Client is dependent upon your service package. If your service package does not support automatic presence, then you will not be able to use the automatic presence feature.

If automatic presence is in your service package, then you can configure your automatic presence settings. To access automatic presence settings, select **Tools > Preferences** and the **Presence** list item.

Managing your presence

Once you are registered with the network, the Multimedia Web Client allows you to change your presence information at any time. There are two different procedures you can use to change your presence in the network:

- changing presence state from the main menu
- changing presence state from the presence shortcut menu

Changing presence state from the main menu

To change your presence state using the Multimedia Web Client main menu

1 Select **Login > Change My Status**.

Select the desired presence state from the **Change My Status** submenu. If you selected one of the Unavailable states, the **Unavailable Setting** window appears.

2 Click **OK** to change your presence to the selected **Unavailable** state, or click **Cancel** to stop the presence change operation, leaving your current presence state unchanged.

The Multimedia Web Client presence state status display indicates your new presence state.

Changing presence state from the presence shortcut menu

The procedure to change your presence state using the presence state shortcut menu is identical to changing it from the Multimedia Web Client main menu. The only difference is in accessing the presence state menu.

To initiate a presence change using the presence state status display shortcut menu

- Left-click or right-click on the presence state status display and select the desired presence state from the shortcut menu.

Creating custom presence state notes

The Multimedia Web Client allows you to add a presence note associated with either the **Connected** or **Unavailable** presence states. Other users will see your note next to your presence state.

The Multimedia Web Client allows you to have up to five customized presence state notes at any one time. After five notes have been created, the oldest custom presence state note is automatically removed when creating additional new notes.

To create a custom presence state note

- 1 Select **Login > Change My Status** select the **New Note** menu item to bring up the **Enter your new note** window.
- 2 Type your note in the text area provide. Your note can be up to thirty-two characters long.
- 3 Select the presence state for your note from the **State** pull-down menu.
- 4 Click **OK** to save your note and change your current presence state to the new one you have just defined, or click **Cancel** to exit without saving the new note and leaving your current present state unchanged.
- 5 The Multimedia Web Client presence state status display indicates your new presence state.

Routing your calls based on your presence state

If you have Presence based routing available in your service package, and your presence state is Unavailable Busy, you will be able to route your incoming calls in a specific way. This helps you to work with no interruptions. Incoming calls will not ring on your clients. To create routes for your incoming calls, use the Route Wizard in the Personal Agent. For more information, refer to the *Personal Agent User Guide*. For more information about Assisted user and Assistant, refer to the *Assistant Support and Assistant Console Getting Started Guide*.

Banning users from watching your presence state

You can ban your contacts from watching your presence information. If you choose to do this, this particular user will not be able to see your presence information, when you are offline or online. To ban a user from watching your presence information, use the Route Wizard in the Personal Agent. For more information, refer to the *Personal Agent User Guide*.

Managing your contacts and calls

Topics in this section:

- [“Managing your call logs” on page 66](#)
- [“Managing your personal address book” on page 73](#)
- [“Managing your Friends” on page 86](#)

Managing your call logs

The Multimedia Web Client keeps a record of all incoming and outgoing calls. It stores these call log entries into an inbox (for incoming calls) and an outbox (for outgoing calls).

Checking your inbox

To check your inbox for your incoming calls

- 1 Click the **Call Logs** button from the Multimedia Web Client main toolbar, or select **View > Call Logs** from the main menu. The main GUI window expands to show the Call Logs display panel.
- 2 Select the **Inbox** tab in the Call Logs display panel to view your inbox entries.



Tip: Sort the entries in your inbox by any of the displayed columns by clicking the column name. To sort in reverse, click on the column name again.



Note: Your missed calls are highlighted in bold and blue color.

The Call Logs display panel can be separated from the Multimedia Web Client main GUI to display a separate **Call Logs** window. To separate the Call Logs display panel from the main GUI

- 1 Click and drag the Call Logs display panel title bar away from the Multimedia Web Client main GUI.
- 2 Release the mouse button and the Call Logs display panel becomes its own **Call Logs** window.



Tip: You can re-attach the **Call Logs** window to the Multimedia Web Client main GUI by dragging the **Call Logs** window back to the bottom display area of the Multimedia Web Client main GUI and releasing the mouse button.

Returning a missed call

In the inbox, your missed calls are colored blue and bold highlighted. To return a missed call

- Double-click on a missed inbox entry.

The Multimedia Web Client initiates a call to the address of the selected call log entry.



Tip: An alternate method for returning a call in the **Call Logs** is to right-click on a call log entry and select **Call** from the shortcut menu.

Acknowledging missed call log entries

To acknowledge a missed call log entry

- Click on a missed call log entry.

The Multimedia Web Client removes the blue and bold highlighting of the missed call log entry.



Tip: To acknowledge all missed calls at one time, right-click on any call log entry and select **Clear Missed Calls** from the shortcut menu.

Checking your outbox

To check your outbox for a list of your outgoing calls

- 1 Click the **Call Logs** button from the Multimedia Web Client main toolbar, or select **View > Call Logs** from the main menu. The main GUI window will expand to include the Call Logs display panel.
- 2 Select the **Outbox** tab in the Call Logs display panel to view your outbox entries.



Tip: Sort the entries in your outbox by any of the displayed columns by clicking the column name. To reverse the sort, click on the column name again.

Deleting call log entries

To permanently delete a call log entry

- 1 Select the call log entry you wish to delete.
- 2 Click the **Delete Entry** button on the Call Logs display panel (or **Call Logs** window). You can also right click on the selected entry and click **Delete** or press the **Delete** key on your keyboard.

A delete confirmation dialog box appears.

- 3 Select **Yes** to delete the call log entry.



Tip: You can remove multiple call log entries from the inbox (or outbox) at the same time. Select a range of multiple entries (using either shift-click or ctrl-click) and then click the **Delete Entry** button.

Saving call log entries

You can save your call log entries from your inbox or outbox on to your PC. To save your call log entries on your PC

- 1 Select **Inbox** or **Outbox**.
- 2 Click **Save Call Logs** button on the Call Logs display panel (or **Call Logs** window).
- 3 Select the folder where you wish to save the call log entries. (For example, you can save the file on your desktop.)
- 4 Click **Save**. The file automatically saves as a .txt file.

Managing your personal address book

Your Multimedia Web Client personal address book provides read-only access about all of your key contacts. You can choose how the Multimedia Web Client displays your contacts, and perform actions using contact information. When you sign in, your personal address book is downloaded from the network.



Note: You cannot alter your personal address book entries using the Multimedia Web Client. The Multimedia Web Client provides integrated access into the Personal Agent web pages, where you manage your personal address book data.

Viewing your personal address book – List View

To display your personal address book in list view

- 1 Click the **Directory** button on the Multimedia Web Client main toolbar, or select **View > Directory** from the main menu. The main GUI window expands to show the Directory display panel.
- 2 Select the **List View** tab in the Directory display panel to view your personal address book entries in a list view.



Tip: Sort the entries in your personal address book by any of the displayed columns by clicking the column name. To sort in reverse, click on the column name again.

Viewing your personal address book – Card View

To display your personal address book in card view

- 1 Click the **Directory** button on the Multimedia Web Client main toolbar, or select **View > Directory** from the main menu. The main GUI window expands to show the Directory display panel.
- 2 Select the **Card View** tab in the Directory display panel to view your personal address book entries in a card view.

Personal address book entry commands

From a selected **Directory** entry, the Multimedia Web Client allows you to access many commands. To see what commands are available for a selected personal address book entry

- 1 Select the **Directory** entry.
- 2 Right-click on the **Directory** entry to display a shortcut menu of available actions.
- 3 Select the action you wish to perform on the entry. These actions include
 - **Call** - Call the user using their primary contact address.
 - **Call at...** - Call the user at a specified PSTN number.
 - **Email** - Send an email to the user.
 - **Send Instant Message** - Send an instant message to the user.
 - **Sharing** - Start a sharing conversation with the user.
 - **View Details** - Display detailed information about the user.



Note: The list of available shortcut actions depends on how much information is available for the address book entry. For example, if the selected address book entry has a home phone number, then an option to call the user at that home phone number also appears on the action menu.

Adding a personal address book entry

The Multimedia Web Client provides read-only access to your personal address book. You must use the Personal Agent to create or add entries to your personal address book. As you alter your personal address book using the Personal Agent, your clients automatically download the updated information. Refer to the *Personal Agent User Guide* for more information about using the Personal Agent to manage your personal address book.

There are two ways to add an entry into your personal address book using the Personal Agent. The first method is to manually create a new entry, where you provide all the necessary contact information for the new entry. The second method is to copy an entry for the global address book directly into your personal address book.

Creating a new address book entry

To add a new personal address book entry

- 1 Click the **Directory** button on the Multimedia Web Client main toolbar, or select **View > Directory** from the main menu.

The main GUI window expands to show the Directory display panel.

- 2 Click on the **Add Contact** button in the Directory display panel.

A new browser window opens and displays your personal address book in the Personal Agent.

- 3 Click the **New** button.

The Personal Agent displays an empty address book entry page.

- 4 Enter the data for the new address book entry in the appropriate text field.



Note: You must provide values for the **Nickname** and **SIP Address** text fields. All other fields are optional. It is recommended that you provide as much information as possible.

- 5 If you want to place this entry in a directory group, use the **Group** drop-down menu to select the group for the entry.
- 6 If you want to receive presence information about this user, select the **Friend** check box.
- 7 Click **Save** to save your changes or **Cancel** to exit without saving.

Adding a new address book entry from the global address book

To add an address book entry into your personal address book entry

- 1 Click the **Personal Agent** button on the Multimedia Web Client main toolbar, or select **Tools > Personal Agent** from the main menu.

A new browser window opens, and displays your Personal Agent Quick Start page.

- 2 Click the **Directory** button to access your personal address book.
- 3 Select **Global Address Book from** the **SEARCH** drop-down menu.
- 4 Select the data field in the **FOR** drop-down menu for the data you would like to search users on, for example, **Last name**.
- 5 Enter the search string in the remaining text field and click **Search**.

The Personal Agent displays a list of global address book entries that match your search string.

- 6 In the **Select** column, select the check box for the global address book entry (or entries) that you want added to your personal address book.
- 7 Click the **Add** button.

Viewing a personal address book entry

To view the details of a personal address book entry

- 1 Select the **Directory** entry.
- 2 Right-click on the **Directory** entry and select **View Details** from the shortcut menu of available actions. The Multimedia Web Client displays a **Contact Details** window for the selected entry.



Tip: You can initiate a call to a specific number (or address) shown in the Contact Details window by clicking on the highlighted field.

Editing a personal address book entry

The Multimedia Web Client provides read-only access to your personal address book. You must use the Personal Agent to edit entries in your personal address book.

To edit the details of a personal address book entry

- 1 Click the **Personal Agent** button on the Multimedia Web Client main toolbar, or select **Tools > Personal Agent** from the main menu.

A new browser window opens, and displays your Personal Agent Quick Start page.

- 2 In the new window, click the **Directory** button to access your personal address book.

The Personal Agent displays your personal address book.

- 3 Click the **Nickname** for the address book entry.

The Personal Agent displays the selected address book entry.

- 4 Click **Edit**.

The Personal Agent displays the address book entry edit page.

- 5 Enter the data for the address book entry in the appropriate text field.

- 6 If you want to place this entry in a directory group, use the **Group** drop-down menu to select the group for the entry.

- 7 If you want to receive presence information about this user, select the **Friend** check box.

- 8 Click **Save** to save your changes or **Cancel** to exit without saving.

Deleting a personal address book entry

The Multimedia Web Client provides read-only access to your personal address book. You must use the Personal Agent to delete entries from your personal address book.

To delete a personal address book entry

- 1 Click the **Personal Agent** button on the Multimedia Web Client main toolbar, or select **Tools > Personal Agent** from the main menu.

A new browser window opens, and displays your Personal Agent Quick Start page.

- 2 In the new window, click the **Directory** button to access your personal address book.

The Personal Agent displays your personal address book.

- 3 In the **Select** column, select the check box for the personal address book entry (or entries) that you want to delete from your personal address book.

- 4 Click the **Delete** button.

A delete confirmation dialog box appears.

- 5 Click **OK** to delete the add book entry (or entries).

Adding a new group to your personal address book

The Multimedia Web Client provides read-only access to your personal address book. You must use the Personal Agent to manage your address book groups entries in your personal address book.

To add a new directory group

- 1 Click the **Personal Agent** button on the Multimedia Web Client main toolbar, or select **Tools > Personal Agent** from the main menu.

A new browser window opens and displays your Personal Agent Quick Start page.

- 2 In the new window, click the **Directory** button to access your personal address book.

The Personal Agent displays your personal address book.

- 3 Click the **Groups** button.

The Personal Agent displays the address book group edit page.

- 4 Type the new group name in the **Enter new group name** text field and click Add.



Tip: Additional groups can be created without leaving the Groups edit page. Repeat Step 4 for each new group name you wish to create.

- 5 Click the **Back** button when you are done adding new group names.

Renaming a group in your personal address book

The Multimedia Web Client provides read-only access to your personal address book. You must use the Personal Agent to manage your address book groups entries in your personal address book.



Note: If a group that contains address book entries is renamed, then all the entries are automatically moved to the renamed group.

To rename a personal address book group

- 1 Click the **Personal Agent** button on the Multimedia Web Client main toolbar, or select **Tools > Personal Agent** from the main menu.
A new browser window opens, and displays your Personal Agent Quick Start page.
- 2 In the new window, click the **Directory** button to access your personal address book.
The Personal Agent displays your personal address book.
- 3 Click the **Groups** button.
The Personal Agent displays the address book group edit page.
- 4 Select a group from the **Group** list and click **Rename**.
- 5 Type the new name of the group in the **Enter new group name** text field and click **Save**.



Tip: Additional groups can be renamed without leaving the **Groups** edit page. Repeat Step 4 and Step 5 for each group you wish to rename.

- 6 Click **Back** when you are done renaming groups.

Removing a group in your personal address book

The Multimedia Web Client provides read-only access to your personal address book. You must use the Personal Agent to manage your address book groups entries in your personal address book.



Note: If a group that contains address book entries is removed, the entries are not removed. Those address book entries remain in your personal address book, but are not associated with a group.

To remove a personal address book group

- 1 Click the **Personal Agent** button on the Multimedia Web Client main toolbar, or select **Tools > Personal Agent** from the main menu.

A new browser window opens, and displays your Personal Agent Quick Start page.

- 2 In the new window, click the **Directory** button to access your personal address book.

The Personal Agent displays your personal address book.

- 3 Click the **Groups** button.

The Personal Agent displays the address book group edit page.

- 4 Select a group from the **Group** list and click **Delete**.

A delete confirmation dialog box appears.

- 5 Click **OK** to delete the add book entry (or entries).



Tip: Additional groups can be removed without leaving the **Groups** edit page. Repeat Step 4 and Step 5 for each group you wish to remove.

- 6 Click the **Back** button when you are done deleting group names.

Managing your Friends

Entries in your personal address book can be marked as Friends. The Multimedia Web Client provides read-only access to your personal address book and displays the presence information for your Friends. The Multimedia Web Client provides integrated access into the Personal Agent web pages, where you can mark address book entries as Friends.



Note: Friends have the ability to prevent you from seeing their presence information. Refer to the *Personal Agent User Guide* for more information about how to ban users from seeing your presence information.



Note: Your service package determines the maximum size of your personal address book and the maximum number of entries that you can have as Friends.

Viewing your Friends Online

To see the presence information for your Friends

- 1 Click the **Friends Online** button on the main toolbar, or select **View > Friends** from the main menu. The main GUI window expands to show the **Friends Online** display panel.

Friends Online entry commands

The Multimedia Web Client allows you to select a friend or multiple friends simultaneously from your list of **Friends**.

Selecting a friend

When you select one name from the **Friends** entry, the Multimedia Web Client allows you to access many commands. To see what commands are available for a selected personal address book entry

- 1 Select the **Friends** entry.
- 2 Right-click on the **Friends** entry to display a shortcut menu of available actions.
- 3 Select the action you wish to perform on the entry. These actions include
 - **Call** - Call the Friend using their primary contact address.
 - **Call at...** - Call the Friend at a specified PSTN number.
 - **Email** - Send an email to the Friend.
 - **Send Instant Message** - Send an instant message to the Friend.
 - **Sharing** - Start a sharing conversation with the Friend.
 - **View Details** - Display detailed information about the Friend.



Tip: The **Start Broadcast** is unavailable when you select a name from the shortcut menu. To enable this option, select multiple entries from your list of **Friends** by using either shift-click or ctrl-click and then right clicking on **Start Broadcast**.



Note: The list of available actions depends on how much information is available in the address book entry for the Friend. For example, if the selected Friend has a home phone number in its address book entry, then an option to call the Friend at that home phone number also appears on the action menu.

Selecting multiple friends

When you select multiple names from the **Friends** entry, the Multimedia Web Client allows you to access many commands. To see what commands are available for a selected personal address book entry

- 1 Press shift-click or ctrl-click on the **Friends** entries you wish to select.
- 2 Right-click on the **Friends** entries to display a shortcut menu of available actions.
- 3 Select the action you wish to perform. These actions include
 - **Email** - Send an email to all Friends you selected.



Tip: This command works only if your personal address book has an email address of each Friend you selected. If one of your Friend's email address is missing, then you must manually type in the email address.

- **Send Instant Message** - Send instant messages to all Friends you selected. A separate **Instant Message** window opens for each entry.
- **Start Broadcast** - Send an IM broadcast to all Friends you selected.
- **View Details** - Display detailed information about all Friends you selected. A separate **Contact Details** window opens for each entry.



Note: The **Call**, **Call at...** and **Sharing** commands are not available when you select multiple names from your **Friends** entry.

Adding a Friend to the Friends Online display

The Multimedia Web Client provides read-only access to your personal address book. You must use the Personal Agent to mark a personal address book entry as a Friend.

To mark a personal address book entry as a Friend

- 1** Click the **Personal Agent** button on the Multimedia Web Client main toolbar, or select **Tools > Personal Agent** from the main menu.

A new browser window opens and displays your Personal Agent Quick Start page.

- 2** In the new window, click the **Directory** button to access your personal address book.

The Personal Agent displays your personal address book.

- 3** Click the **Nickname** for the address book entry.

The Personal Agent displays the selected address book entry.

- 4** Click **Edit**.

The Personal Agent displays the address book entry edit page.

- 5** Select the **Friend** check box.

- 6** Click **Save** to save your changes or **Cancel** to exit without saving.

Removing a Friend

The Multimedia Web Client provides read-only access to your personal address book. You must use the Personal Agent to remove a personal address book entry as a Friend.

To remove a Friend

- 1 Click the **Personal Agent** button on the Multimedia Web Client main toolbar, or select **Tools > Personal Agent** from the main menu.

A new browser window opens and displays your Personal Agent Quick Start page.

- 2 In the new window, click the **Directory** button to access your personal address book.

The Personal Agent displays your personal address book.

- 3 Click the **Nickname** for the address book entry.

The Personal Agent displays the selected address book entry.

- 4 Click **Edit**.

The Personal Agent displays the address book entry edit page.

- 5 Clear the **Friend** check box.
- 6 Click **Save** to save your changes or **Cancel** to exit without saving.

Sharing

Topics in this section:

- [“Understanding sharing” on page 94](#)
- [“Sending web pages” on page 95](#)

Understanding sharing

The Multimedia Web Client enables two users to team together in a multimedia sharing conversation and enables one PC to support multiple peer-to-peer sharing conversations simultaneously. The Multimedia Web Client offers the **Send Web Page** sharing tool. The **Send Web Page** enables you to send web pages to the remote user.

Sending web pages

The Multimedia Web Client lets you push (send) web pages for display on another user's screen. It also enables you to view web pages pushed from another user.

Pushing a web page to another party on an active call

To push the active web page on your browser to another party on an active call

- 1 Click **Share** in the **Conversation** window for the call.
The **Conversation** window expands to show the sharing control panel.
- 2 Click **Send Web Page** from the sharing control panel. The Multimedia Web Client displays a window to enter or confirms a web page selection to be pushed to the remote computer.
- 3 If the Multimedia Web Client was able to communicate with a compatible running web browser application, a **Confirm Web Push** window is displayed, with the current web page URL already entered for you.
- 4 Click **Yes** to push the web page to the other computer.
- 5 If the Multimedia Web Client was unable to communicate with a compatible running web browser application, an empty **Web Push** window opens.
- 6 Enter a URL and select **OK** to push the web page to the other computer.

Pushing a web page to another party not on an active call

To push the active web page on your browser to another party not on an active call

- 1 Select **Tools > Sharing...** or the **Sharing** button on the main GUI. The **Sharing** address window appears.



Tip: When sending a web page directly from a **Directory** entry, **Friends** entry, **Call Logs** entry, or a **Conversation** window for an active or incoming call, you are presented with the instant message control panel directly (either as a part of existing **Conversation** window, or for a new **Sharing Conversation** window). You do not have to enter the message recipient address using the **Sharing** address window.

- 2 Enter an address (username, or SIP address) in the **Share with...** field. The **Sharing** address window also includes access to your personal address book, your friends, and a list of most recent addresses you've had instant message conversations with. Click the **Friends**, **Recent** and/or **Directory** buttons to access these extra address resources.
- 3 Click **Send Web Page**. The **Sharing Conversation** window appears.
- 4 If the Multimedia Web Client was able to communicate with a compatible running web browser application, a **Confirm Web Push** window appears, with the current web page URL already entered for you.
- 5 Click **Yes** to push the web page to the other computer.
- 6 If the Multimedia Web Client was unable to communicate with a compatible running web browser application, an empty **Web Push** window opens.
- 7 Enter a URL and click **OK** to push the page to the other computer.

Receiving web pages

When you receive a web page, the **Conversation** window expands to show the sharing control panel where you can decide if you want to view the page or not.

To view a received web page

- 1 Click **Open** in the sharing control panel.

The Multimedia Web Client opens your default web browser application and displays the received page. The Multimedia Web Client also displays a dialog box where you can choose whether or not the Multimedia Web Client automatically displays future received web pushes from the far end.

- 2 Click **OK** to have the Multimedia Web Client automatically display future received web pushes from the remote party.



Tip: It's recommended that you allow the Multimedia Web Client to automatically view received web pages, especially if the remote party is using the Multimedia Web Client's co-browsing feature. This way you won't have to click the **Open** button for every web page you receive.

Co-browsing web pages

During a web push, if the Multimedia Web Client is able to communicate with a compatible running web browser application, you have the option to set the Multimedia Web Client to automatically push any subsequent web pages you view to the remote computer.



Tip: You must be on an active call with another user to be able to use the co-browsing function.



Note: To use Co-browsing, you must have a compatible browser application running. Netscape version 7.0 or later, or Internet Explorer version 6.0 or later are recommended.

To activate co-browsing when pushing a web page

- 1 Select the **Enable** auto web push check box from the **Confirm Web Push** window. The Multimedia Web Client automatically sends all subsequent pages you view to the other computer.
- 2 While co-browsing (auto web push) is active, the **Send Web Page** button flashes in the sharing control panel for the **Conversation** window.



Note: If the Multimedia Web Client receives a web page while auto web push is active, it deactivates auto web pushing. This prevents two Multimedia Web Client systems from getting into a web pushing loop with each other.

Using the IM chat room

Topics in this section:

- [“Understanding IM chat room” on page 102](#)
- [“Types of chat room” on page 103](#)
- [“Creating a chat room” on page 104](#)
- [“Joining a chat room” on page 105](#)
- [“Chatting in a room” on page 106](#)
- [“Leaving a chat room” on page 112](#)
- [“Creating a chat room during an IM session” on page 113](#)

Understanding IM chat room

From your Multimedia Web Client you can join a chat room to send instant messages to multiple users simultaneously. You can join an existing chat room or create a new chat room inviting others to join it. You can also browse online for chat rooms and join multiple chat rooms simultaneously with a separate window for each chat room.



Note: The ability to create and join chat rooms from the Multimedia Web Client is dependent upon your service package. If your service package does not support creating and joining chat rooms, then you will not be able to use the IM chat room feature.

Types of chat room

The Multimedia Web Client provides three types of chat rooms for the user:

- **Public chat room** - A public chat room is open to all users. Anyone can join this type of chat room from their Multimedia Web Client. You can view a list of public chat rooms from your **Select Chat Room** window.
- **Public with password** - A public chat room with password is open to those users who have the password to join that particular chat room. Public chat rooms with passwords are also visible from your **Select Chat Room** window.
- **Private chat room** - A private chat room is only open to selected users. You cannot view a list of private chat rooms from your **Select Chat Room** window. However, you need an invitation to be able to join a private chat room.

Creating a chat room

To create a chat room

- 1 Select **Tools > Start Chat...** or click the **Chat** button on the Multimedia Web Client main GUI or click the **Chat** button from the Quick Start panel. The **Select Chat Room** window appears.
- 2 Click **Create chat room...** The **Create Chat Room** window appears.
- 3 Type the name in the **Room Name:** field.
- 4 Type the topic of the chat room in the **Topic:** field.
- 5 Specify whether the chat room is private, public, or public with password in the **Room Type:** field.
- 6 Select names from **Friends**, **Recent**, or **Directory** buttons and click **Add**. The names you selected appear in the **Participants...** list.



Tip: Click **Remove** to delete names from the **Participants...** list.

- 7 Type the SIP address in the **Invite other...** field and click **Add**. The name appears in the **Participants...** list.
- 8 Click **Create**. You will be placed into the chat room, and each user in the **Invite Participants** list will receive a chat invitation.

Joining a chat room

To join a chat room

- 1 Select **Tools > Start Chat...** or click the **Chat** button on the Multimedia Web Client main GUI or click the **Chat** button from the Quick Start panel.
- 2 Select the chat room you wish to join. The **Select Chat Room** window only lists public or public chat rooms with password in the **Room List** panel.



Note: The chat rooms that are password protected have a lock icon next to their names.

- 3 Select a chat room you wish to join from the **Room List** panel and click the **Join chat room** button.
- 4 If the chat room is password protected, enter the password in the Please input password window.
- 5 Enter the password and click **OK**.



Note: Click the **Refresh** button to retrieve the latest chat room information from the **Room List** panel.

Chatting in a room

Once you join a chat room, the **Topic** window appears.

- The title bar displays the chat room name, room type, and the number of participants.
- The **Topic** panel displays the topic of the chat room.
- The **Send to:** window shows the list of participants in the chat room. Your name within this window is greyed out. The default setting in this window is **All participants**, which means all participants in the chat room can see your instant messages.
- The **Save** button saves your chat.
- The **Timestamp** button shows the date and time of your chat.
- The **Print** button prints your chat.
- The **Font** button changes your font type and font size.
- The **Clear** button clears your chat in the **Conversation** window.
- The **Emoticons** button allows you to add emoticons to your chat.
- The **Invite** button allows you to invite your contacts into the chat room.
- The **Topic** button allows you to set or change the chat room topic.

Once you join a chat room you can send messages to all participants or to just one participant. You can change the topic of a particular chat room and also invite others to join the chat room.

Sending a message to all participants

To send an instant message to all participants in the chat room

- 1** Type your message in the field next to the **Send** button.
- 2** Click **Send**. This sends your message to all participants in the chat room.

Sending a private message

To send a private message to a specific participant in the chat room

- 1** Select the name of the participant from the **Send to:** window.
- 2** Type your message and click **Send**.

Changing the topic

To change the topic in the chat room

- 1 Select **Topic**. The **Set Topic** window appears.
- 2 Type the topic you wish to discuss and click **OK**.

Inviting a friend into a chat room

To invite a friend into a chat room

- 1 Click **Invite**. The **Invite Participants** window appears.
- 2 Select a friend from the **Friends**, **Recent**, or **Directory** buttons.
- 3 Click **Invite**.

Receiving an invitation to join a chat room

- 1 If you are invited to join a chat room, you have the choice to accept, decline, or ignore the invitation from the **Chat Invitation** window. Click **Accept** to join the chat room. Accepting an invitation notifies all participants in the chat room that you have joined the chat room.
- 2 Click **Decline** or **Decline with reason...** to reject the invitation. Declining the invitation notifies your friend that you declined the invitation.
- 3 Click **Ignore**. When the request times out, the person who sent you the invitation receives the following message: “user did not respond to your invitation.”



Note: An invitation to a friend may fail if the chat room reaches its capacity limit. An invitation may also fail if the user name of your friend is invalid.

Leaving a chat room

To leave a chat room click **Stop** or close the chat room window. All other participants are notified that you have left the chat room.

Creating a chat room during an IM session

You can create a chat room from the IM conversation window.

- 1 Click **Start IM Session** to bring up an **IM Conversation** window.
- 2 Click from the IM conversation window. The **Create a Chat Room** window appears.
- 3 Change the default name of the chat room if you wish to from the **Room Name:** field.
- 4 Type the topic of the chat room in the **Topic:** field.
- 5 Specify whether the chat room is a private, public, or a public with password in the **Room Type:** field.
- 6 Select names from **Friends**, **Recent** or **Directory** buttons and click **Add**. The names you selected appear in the **Participants...** list.



Note: The person with whom you are instant messaging automatically appears in the **Participants...** list.



Tip: Click **Remove** to delete names from the **Participants...** list.

- 7 Type the SIP address in the **Invite other...** field and click **Add**. The name appears in the **Participants...** list.
- 8 Click **Create**. You will be placed into the chat room, and each user in the Invite Participants list will receive a chat invitation.

Advanced set-up

Topics in this section:

- [“Configuring your preferences” on page 116](#)
- [“Using the audio wizard to configure audio volume” on page 148](#)

Configuring your preferences

The **Tools > Preferences** menu allows you to configure the following settings:

- user profile
- connection speed
- active network proxy server
- audio
- video
- voice mail
- file exchange
- presence
- instant messaging
- display
- miscellaneous



Note: You may not be able to change some settings because they are dependent on your service package, pre-configured by your service provider. For example, users who don't subscribe to voice-mail service cannot edit the voice-mail settings.

Setting up your user profile

To set up your user profile

- 1 Select **Tools > Preferences** and the **User** list item to display a window for you to identify yourself.
- 2 Enter your **Username**. This is the same name you use when accessing the Personal Agent. Usernames are unique; your username cannot be the same as any other username in your network domain.



Note: Your Username is assigned by your service provider or system administrator.

- 3 Select your **IP Address**, if different from the default IP address the Multimedia Web Client detected from the Windows networking subsystem. If your computer has multiple IP addresses assigned to it, select the appropriate IP address from the drop-down menu. If public network and private network IP addresses are available, use the public IP address.
- 4 Click **OK** to save your changes or **Cancel** to exit without saving.
- 5 Click **Change** if you wish to change your current location information. The **Select Location** window appears.
- 6 Select the location.



Caution: You must provide the correct location information on your Multimedia Web Client; otherwise, some services, such as emergency and conferencing services, may not work properly. For example, the location you chose determines where you are during an emergency. If you choose **Other** as your default location, and you have to make an emergency call, the emergency call may route to the incorrect Public Safety Answering Point (PSAP).

- 7 Click **OK**. If you choose **Other** for location, the **Default Location Selected box** appears indicating that, in case of an emergency, your physical location information will be unavailable.

- 8 Check **Don't show me this message again** to prevent this warning box from appearing when you log in to the Multimedia Web Client.
- 9 Click **OK**.

Setting your connection speed

To set your connection speed

- 1** Select **Tools > Preferences** and the **Connection** list item to display the connection speed window.
- 2** Select the **Connection Speed** of your computer's connection to the network
 - low speed (28.8K up to 56K Dialup, or 64K ISDN)
 - medium speed (Cable, DSL, ADSL, 128 ISDN)
 - high speed (10Mbps or higher LAN)

The Multimedia Web Client selects the appropriate voice and video settings based on this connection speed. If you enter a connection speed higher than your actual connection, the application may overload your PC with incoming voice packets. Check with your system administrator if you are not sure what type of connection you have.

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

Defining network settings

Network preferences allow you to customize your active proxy, and to select whether or not to automatically connect to the active proxy when the Multimedia Web Client launches.

Configuring the network proxy

- 1** Select **Tools > Preferences** and the Network list item to display the Network configuration window. Your proxy server IP address appears.
- 2** Select **There is a firewall...** (and select a **Timer Value**) if there is a firewall between the proxy server and the Multimedia Web Client (optional). Contact your system administrator for more information on when to enable this setting.
- 3** Click **OK** to save your active proxy changes or **Cancel** to exit without saving.

Specifying automatic sign in to the default proxy

- 1** Select **Auto Connect at startup** if you want the Multimedia Web Client to automatically connect to the proxy server when you start the program.
- 2** Click **OK** to save your changes or **Cancel** to exit without saving.

Setting up audio preferences

Audio preferences allow you to customize Multimedia Web Client audio settings.

Specifying call-related sound effects

- 1 Select **Tools > Preferences** and the **Audio** list item to display the Audio settings window.
- 2 Select whether the Multimedia Web Client generates call-related sound effects (for example, local incoming ringing, or end of call notification).
- 3 Click **OK** to save your changes or **Cancel** to exit without saving.

Specifying echo reduction

- 1 Select **Tools > Preferences** and the **Audio** list item to display the Audio settings window.
- 2 Select whether the Multimedia Web Client activates its **Echo Reducer** capabilities to improve voice quality if you are using computer speakers instead of headphones. When using speakers or hands-free on the telephone set, your microphone can pick up the caller's voice and echo it back to the calling party. Set echo reduction to a lower setting if echo is a problem; use a higher setting if the calling party is in a noisy environment.
- 3 Click **OK** to save your changes or **Cancel** to exit without saving.

Accessing the Audio Wizard

- 1 Select **Tools > Preferences** and the **Audio** list item to display the Audio settings window.
- 2 Select Launch to start the Audio Wizard. For complete information about the Audio Wizard, see [“Using the audio wizard to configure audio volume” on page 148](#)

Setting up video preferences (optional)

You can choose various video settings to suit your particular needs. The pre-configured values in the Video settings window apply to most users. An expert user may choose to configure custom settings.



Note: Access to the video settings is dependent on your service package. If video is not enabled in your service package, then you cannot alter the video settings. Remember to register before trying to alter these settings.

Setting up video

To set up video

- 1 Select **Tools > Preferences** and the **Video** list item to display the Video settings window.
- 2 Select the video configuration that most closely meets your needs. The following table lists the video configuration settings.

Video setting	Description
Do not send or receive video on my calls	Disables video on incoming or outgoing calls.
Very low bandwidth	Enables video telephony over dialup. This configuration uses a small video window and produces a video bit rate around 10 Kbps to 20 Kbps.
Low bandwidth	Enables video telephony over ISDN/DSL/Cable modem. This configuration uses a small video window and produces a video bit rate around 60 Kbps to 120 Kbps.
Medium bandwidth	Enables video telephony in an office using a 10/100 Mbps LAN. This configuration uses a medium-sized video window and produces a video bit rate around 150 Kbps to 300 Kbps.
High bandwidth	Enables video telephony in an office using a 10/100 Mbps LAN. This configuration uses a large video window and produces a video bit rate around 400 to 800Kbps. This video is suitable for overhead projection.
Custom setting	Fine tunes video performance.



Note: The video bit rates listed for the pre-defined video configuration settings are approximate and may vary in actual use.

The first time you configure the video, the video camera is examined and verified for compatibility with the Multimedia Web Client. If the camera is compatible, a small window displaying video from the camera appears.

If the video camera is incompatible with the Multimedia Web Client, follow the on-screen directions to configure the camera.



Note: If no video camera is attached to the PC when you configure video, a “No camera available” message is displayed the first time that you select a pre-defined video configuration setting. This message indicates that, although you cannot send video, you can still receive video.

- 3 Click **OK** to close the **Configure Video** window.
- 4 Click **OK** to save your changes or **Cancel** to exit without saving.

After the video camera has passed compatibility testing with the Multimedia Web Client, video can be sent and received on all calls to other video-enabled clients.

Disabling video transmission

To disable video transmission from your camera-equipped PC

- 1 Select **Tools > Preferences** and the **Video** list item to display the Video settings window.
- 2 Select the **Do not send or receive video on my calls** option to completely disable all video (incoming and outgoing).

OR

Select the **Restrict video to receive-only operation** check box to allow other video-enabled clients to send you video while your Multimedia Web Client does not.

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



Tip: Re-enable video by selecting one of the pre-defined video configuration settings or the custom video configuration setting.

If video has been enabled for all calls (either bi-directional or receive-only), video can be wholly disabled by selecting the **Do not send or receive video on my calls** setting.

Custom video configuration



Note: Using a custom video configuration must be done with care. The combination of a large video image size, high quality codec setting, and high Frames Per Second (FPS) produces video transmission rates over 1 Mbps and erodes network and PC performance. You are encouraged to use one of the pre-defined video configurations for everyday use.

To customize your video configuration

- 1 Select **Tools > Preferences** and the **Video** list item to display the Video settings window.
- 2 Click **Configure** (or select **Custom setting** for the first time). The **Video Configuration** window displays.

Advanced users can fine tune their video settings from the **Video Configuration** window.

- 3 Adjust the custom video configuration using the guidelines below.

This custom Video configuration window has the following controls:

- **Video Driver** drop-down menu – identifies the driver that controls the camera. This is usually Microsoft WDM Image Capture, but some cameras provide a different one. Other items on this menu allow you to
 - disable video for all subsequent calls
 - set video to receive-only operation on all subsequent calls
 - reset the video configuration to its never-been-set-up default values
- **Preferred Video Codec** drop-down menu – identifies which video codec is used. Select **Client Video Codec by DivXNetworks Inc.**
- **Low, Med, and High** quality settings – allow you to specify the amount of detail in the transmitted video. High quality transmits the most detailed images, but at the expense of CPU and network bandwidth. The use of **Custom** quality settings is strongly discouraged unless you are highly knowledgeable.



Note: In a video call, the two clients negotiate to a common video quality that is acceptable to both, so delivered image quality may vary from call to call.



Note: There is no tool or formula that allows you to compute the network bandwidth (in bits per second) for an arbitrary combination of video settings. However, network bandwidth increases with increasing quality.

- **Format** button – produces another window that allows you to specify the size and internal organization of the video image. The layout of the **Video Format** window varies from camera to camera.

You can manipulate the following controls:

- **Resolution (or Image Size)** – specifies the preferred size of the images that are transmitted during a video phone call. The following sizes are supported by the client: 160x120, 176x144, 320x240, and 352x288.
-



Note: In a video call, the two clients negotiate a video size acceptable to both, so video size may vary from call to call.

- **Pixel Depth and Compression (or Image Color Format)** – specifies the organization of the video data captured by the camera. The Multimedia Web Client supports two: **RGB 24** and **I420**, although others may work. If **Video Codec** is unavailable under the **Preferred Video Codec** drop-down menu, try to adjust this setting.
- **Source** button – produces another window that allows the you to specify how the camera captures video. The layout of the **Video Source** window varies from camera to camera.

You can manipulate the following controls:

- Select which camera to use if more than one “Microsoft WDM” camera is attached to the PC.
- Adjust the camera’s color balance, brightness, contrast, and color saturation, among other settings.
- **FPS** field – allows you to specify the number of Frames Per Second that the Multimedia Web Client transmits. Higher numbers increase the fluidity of motion, but at a cost of greater CPU and network bandwidth. A value of 15 produces quite an effective sense of motion.

- **Display Remote Video at** options – allow you to specify the scaling factor on received video (**2x** means image dimensions multiplied by 2, **4x** means image dimensions multiplied by 4). Smaller screens disable these scaling factors as appropriate.

Select **Emb** if you want video to be integrated into the **Conversation** window; otherwise, video appears in a separate **Video** window.

- 4 Click **OK** to save the changes or **Cancel** to exit without saving.

The **Video Configuration** window closes.

- 5 In the **Preferences** window, click **OK** to save your changes or **Cancel** to exit without saving.

Setting up network-based voice-mail access (optional)

Voice-mail preferences allow you to customize how the Multimedia Web Client behaves when contacting your voice-mail server.



Tip: The voice-mail settings default to an MCS voice-mail system. If you use a different voice-mail system, your voice-mail settings will vary. You must match what is provisioned to access the specified voice-mail system.



Note: Access to the voice-mail settings is dependent on your service package. If voice mail is not enabled in your service package, you cannot alter the voice-mail settings.

To set up your network-based voice-mail access

- 1 Select **Tools > Preferences** and the **Voice Mail** list item.
 - 2 Enter the **VoiceMail Phone Number** of your voice-mail system, without punctuation. Remember to enter any extra digits required by your organization's phone network.
 - 3 Enter the **Mailbox ID** and the pound (#) symbol, if required.
 - 4 Enter your **Password** and the pound (#) symbol, if required.
-



Tip: After auto-dialing your voice-mail system number, by default, the Multimedia Web Client waits three seconds before dialing your mailbox ID, then waits another two seconds before dialing your password. If you need to increase the delay to match the timing of your voice-mail systems prompts, add one or more commas (,) before the mailbox ID and/or password value. Each comma represents an additional one-second delay.

- 5 Enter the **numeric function commands** your voice mail uses to perform standard functions, such as playing and deleting messages and sending replies. The Multimedia Web Client uses this information to support at-a-select voice-mail functions.

- 6 Optionally, define up to two **custom voice-mail functions** and the keystrokes that activate them.
- 7 Click **OK** to save your changes or **Cancel** to exit without saving.

Setting up file exchange settings

The file exchange settings are not available in the Multimedia Web Client.

Setting automatic presence preferences

Presence preferences allow you to customize automatic presence indicator support. The Multimedia Web Client can update your presence status to show when your PC is idle, or when your telephone is occupied.



Note: Access to the automatic presence settings is dependent on your service package. If automatic presence is not enabled in your service package, then you cannot alter these presence settings.

Specifying automatic presence idle detection

To set up your automatic presence idle detection

- 1 Select **Tools > Preferences** and the **Presence** list item.
- 2 Select the **Report when inactive** check box.
- 3 Enter the number of minutes that must elapse before your presence status is reported as idle.
- 4 Click **OK** to save your changes or **Cancel** to exit without saving.



Note: Your automatic presence settings are automatically uploaded to the network and the Personal Agent is updated to match your presence settings.

Specifying automatic presence phone usage detection

To set up your automatic presence phone usage detection

- 1 Select **Tools > Preferences** and the **Presence** list item.
- 2 Select the **Report when on the phone** check box.
- 3 Click **OK** to save your changes or **Cancel** to exit without saving.

Setting instant messaging preferences

Instant messaging preferences allow you to customize how the Multimedia Web Client behaves during instant messaging.

Specifying an audible alert

To control whether the Multimedia Web Client generates an audible alert when an instant message is received

- 1 Select **Tools > Preferences** and the **Instant Messaging** list item.
- 2 Select the **Play a sound when a message is received** check box to have the Multimedia Web Client generate an audible alert when an instant message is received. Clear the check box if you do not want the Multimedia Web Client to generate an audible alert when an instant message is received.
- 3 Click **OK** to save your changes or **Cancel** to exit without saving.

Specifying instant message timestamps

By default, the Multimedia Web Client displays a time and date stamp for every instant message. To change the date display format or to remove the datestamp from being displayed

- 1 Select **Tools > Preferences** and the **Instant Messaging** list item.
- 2 Select the desired timestamp format from the **Timestamp format settings** drop-down menu.
- 3 Click **OK** to save your changes or **Cancel** to exit without saving.

Setting display preferences

Display preferences allow you customize how the Multimedia Web Client interface behaves.

Specifying a tool tips delay

To specify the delay before the tool tip shows up

- 1 Select **Tools > Preferences** and the **Display** list item.
- 2 In the **Tool Tips** section, select how long the Multimedia Web Client waits before displaying a Tool Tip.
- 3 Click **OK** to save your changes or **Cancel** to exit without saving.

Specifying miscellaneous settings

Miscellaneous preferences allow you to customize how the Multimedia Web Client behaves when the **Ignore** button is pressed, and when the mouse double clicks an entry.

Specifying ignore button action

To specify the action the Multimedia Web Client performs when the **Ignore** button is pressed for an incoming call

- 1 Select **Tools > Preferences** and the **Miscellaneous** list item.
- 2 Select how the Multimedia Web Client behaves when the **Ignore** button is pressed on a receiving call **Conversation** window.
 - **Ignore Action affects Web Client Only** – silences ringing only on the Web Client, your other network devices continue to ring.
 - **Ignore Action affects all User Network Contacts** – silences ringing on the Web Client plus all your network devices. The incoming call route advances to your next route list.
- 3 Click **OK** to save your changes or **Cancel** to exit without saving.

Specifying double-click action

To specify the action the Multimedia Web Client performs when double-clicking an entry

- 1 Select **Tools > Preferences** and the **Miscellaneous** list item.
- 2 Select what action the Multimedia Web Client performs when double-clicking an entry:
 - **Call User** – initiates a call to the selected entry
 - **Send an Instant Message to User** – sends an instant message to the selected entry
- 3 Click **OK** to save your changes or **Cancel** to exit without saving.

Using the audio wizard to configure audio volume

Use the audio wizard tool to configure our microphone and speakers audio levels.

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

- 1 Select **Tools > Preferences** and the **Audio** list item.
- 2 Click **Launch** to start the audio test wizard. The **Audio Wizard** window displays.
- 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 Click **Next** to end the audio test call.
- 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 **Master Volume** window.
- 9 Adjust all volume settings to approximately 80% and close the window.
- 10 Click the **Advanced** button from the Sound playback device in the **Audio Properties** window.

The **Advanced Audio Properties window** appears showing your speakers setting.

- 11 Select the appropriate option from the Speaker Setup drop-down menu. For example, if you use a laptop without a headset for applications other than the Multimedia PC Client, select the Laptop stereo speakers option.
- 12 Click **OK** to save the setting.
- 13 Select the Performance tab from the **Advanced Audio Properties** window.
- 14 Set the Hardware acceleration to **Full** and Sample rate conversion quality to **Best**.
- 15 Click **OK** to save the settings.

- 16 Click the **Volume** button from the Sound recording device in the **Audio Properties** window.

The **Recording Control** window appears.

- 17 Adjust the microphone setting to approximately 15%.
- 18 Click the **Advanced** button to display your **Advanced Controls for Microphone** window.
- 19 Ensure that the **Microphone Boost** check box is unchecked.
- 20 Click **Close**.
- 21 Click **OK** to close the **Audio Properties** window.
- 22 Click **Finish** to close the **Audio Wizard** window.

Troubleshooting

Topics include:

- [“Start-up and configuration” on page 152](#)
- [“Audio problems” on page 156](#)
- [“Calling and messaging problems” on page 163](#)
- [“Sharing problems” on page 166](#)
- [“Video problems” on page 168](#)

Start-up and configuration

The Multimedia Web Client should automatically start and run if you have the correct system requirements. See the sections below for some troubleshooting tips.

Start-up or configuration problems

If you have start-up or configuration problems, you can do the following:

- Exit your browser (**File > Exit**) and restart.
- If you are using IE (Internet Explorer), verify it is correctly configured. See [“Optional hardware and software requirements” on page 15](#) for more information.
- Check that you have the minimum hardware and operating system requirements. See [“Minimum hardware and operating system requirements” on page 13](#) for more information.
- Verify there is no other Multimedia Web Client running in your browser. If you have previously used the Multimedia Web Client, it is recommended that you close all the web browser windows and ensure that you exit properly. This removes the Java Plug-in console icon from the system tray. However, if Java Plug-in console icon still exists, do the following:
 - Open the **Task Manager** window.
 - Click the **Processes** tab.
 - Find the process named IEXPLORE.EXE for Internet Explorer and click **End Process**.
- If you see a (**No Connection**) message where you normally view your presence state, it means that when your Multimedia Web Client launched it failed to register with a server. This happened because there was a network connection issue between your PC and the server. You must contact your system administrator or service provider.

If you continue to have any start-up or configuration problems, contact your system administrator or service provider.

JRE memory size problems

To limit the amount of memory the Java Plug-in uses, you must configure the Java Plug-in. To configure the Java Plug-in

- 1 From the Windows start menu, select **Start > Settings > Control Panel > Java Plug-in**. The Java Plug-in Control Panel applet displays.
- 2 Select the **Advanced** tab.
- 3 In the Java Runtime Parameters field, enter **-Xms16m -Xmx24m -XX:MaxHeapFreeRatio=30 -XX:MinHeapFreeRatio=20**
- 4 Click **Apply** to save your changes.
- 5 Before the configuration changes take effect you must exit and restart your browser and the Multimedia Web Client.

Multiple JRE Plug-ins on your PC

If you have more than one JRE 1.4.2 Plug-in installed on your computer, you may not be able to launch the Multimedia Web Client. You do not have to remove all versions of JRE 1.4.2 Plug-ins and reinstall the latest version. Instead, you can select the latest version from your PC to successfully start your Multimedia Web Client.

To select the latest version of JRE 1.4.2 Plug-in

- 1** From the Windows start menu, select **Start > Settings > Control Panel > Java Plug-in**. The Java Plug-in Control Panel applet displays.
- 2** Select the **Advanced** tab.
- 3** From the **Use Java Plug-in Default** field, click the drop-down menu to display Java Plug-in versions on your PC.
- 4** Select the latest version of JRE 1.4.2.
- 5** Restart your browser and your Multimedia Web Client.

Audio problems

Audio settings may need to be fine-tuned depending on the type of equipment you have.

Echo

If you use a desktop microphone and speakers as your sound input/output devices, the sound from the speaker is often heard by your microphone and the person on the far end will hear an echo. This is why the use of a headset or handset with your PC is recommended. The use of headphones (without a microphone) along with your desktop microphone will also work.

Sometimes echo occurs even when using a headset. Usually, a quick adjustment of the volume can fix this. Try lowering the speaker volume and microphone gain.

Some sound cards have input mixing capabilities. To see if your card supports this

- 1 Launch the Windows volume control application via **Start > Programs > Accessories > Entertainment > Volume Control**.



Note: Your version of Windows may have a different path to the volume control. Check the **Start > Help** menu to find it.

- 2 Select **Options > Properties**.
- 3 Select **Adjust Volume for Recording** and click **OK**.



Note: Although not all sound cards have this option, you may have the **Mixed Input** checkbox. If **Mixed Input** is checked, you can experience echo even when using a headset. Uncheck the **Mixed Input** check box and see if the echo has disappeared.



Tip: Muting **Wave** on the recording settings can also help with this problem.



Tip: To reduce echo of your analog headset, you can also use the audio wizard to configure your audio volume. For more information, refer to [“Using the audio wizard to configure audio volume”](#) on page 148.

No voice

Make sure no other audio applications are running. If another application is using your sound card, the Multimedia Web Client may not be able to access it.

- Check to make sure your volume settings are correct.



Note: Due to sound card conflicts, you cannot run the Multimedia Web Client and the Multimedia PC Client at the same time.

Distorted voice

Your sound card drivers may not be completely compatible with the Multimedia Web Client. This can be typical of older laptop computers, and can usually be fixed by installing a different version of the sound card drivers. Check your computer manufacturer's website for details on obtaining sound card drivers for your computer.

The following table lists the recommended driver versions for the NeoMagic* card for the various Microsoft operating systems.

Operating System	Recommended driver versions
Windows 98	NMAUDIOD.DRV - 4.05.4204.0030Q NMAUDIOV.VXD - 4.05.4204.0030Q
Windows NT	NMXNT32.DLL - 4.03.00.2041 NMXNT.SYS - 4.03.00.2041
Windows 2000	NM5A2WDM.SYS - 5.00.2144.1 WDMAUD.DRV - 5.00.2184.1
Windows XP	NM6WDM.SYS - 5.1.2461.0 WDMAUD.DRV - 5.1.2481.0

For laptops, it is recommended that you perform the driver upgrade while the computer is undocked, as it is usually the laptop's internal sound card that encounters problems and not the docking station's sound card (if the docking station has one).

Cannot speak when the other party is speaking

You may have the Echo Reducer set too high. The Echo Reducer is intended for people who are using their computer's speakers instead of a headset (with microphone.) If you have a headset, it is recommended that you deselect the **Enable Echo Reducer** check box as your headset microphone should not pick up any of the sounds coming out of the headset.

If this is not the problem, you may not have a full duplex sound card (some laptops default to half duplex mode).

Cannot hear with headphones

Try plugging your headphones directly into your laptop, instead of into the docking station.

Choppy audio when using USB headset

Choppy USB audio can occur when multiple USB devices are sharing the serial bus. Disconnect all other USB devices from your computer and see if the problem goes away. If you cannot disconnect the other devices, for example, if you are using a USB camera, disconnect the USB headset and switch to an internal sound card, using an analog headset for audio.

Calling and messaging problems

Some of the enhanced features of the Multimedia Web Client may not be supported on your network.

Cannot complete call

Verify that you have dialed the correct number. If the number is correct, connection to this number may not be supported by your network. Contact your next level of support for more information.

Voice-mail button is disabled

You must set up your voice-mail access before the Multimedia Web Client can access your voice-mail system. Access to voice-mail preferences is dependent upon your service package.

Sharing problems

Some sharing tools are unavailable when using the Multimedia Web Client. The following sharing tools are unavailable when using the Multimedia Web Client:

- Send File
- Transfer Clipboard
- Share Whiteboard

Web Co-browsing does not work

Make sure you are using Netscape version 7.0 or later, or Internet Explorer version 6.0 or later.

Video problems

Video cameras and video settings may require fine tuning to optimize the quality of the transmission.

Blurry video

Most video cameras have a focus ring to adjust the image. In a call where you are transmitting video, click the video preview check box (or select the 1x button) to see your transmitted image. Turn the focus ring (it usually encircles the lens) until the image is sharper.

Poor color/contrast/brightness

Most video cameras allow the user to tune these settings. Terminate any active video call, then do the following:

- 1 Go to **Tools > Preferences > Video**, and click the **Configure...** button.
- 2 If video is not being displayed in the **Video Configuration** window, select your video camera from the **Video Driver** drop-down menu (it is probably “Microsoft WDM”).
- 3 Press the **Source...** button after video is displayed. This will usually produce a multi-tab window that has controls to tune video color and brightness. Operate the controls until you are satisfied with the image.
- 4 Click **OK** to leave the close the camera controls.
- 5 Click **OK** to leave the **Video Configuration** window.
- 6 Click **OK** to leave Preferences.

Adding a new video camera

First, make sure that the Multimedia Web Client has permission to perform video telephony. Go to **Tools > Preferences > Video**. If all of the controls are grayed out and non-operational, you may not have logged into the network (use the Login menu). If you have logged into the network (that is, if there is a green light on your Login menu), your service profile does not include video. Please contact your service provider or administrator.

If the video controls are enabled, make sure that the client has been configured to send/receive video by verifying that the **Video Disabled** selection is NOT selected. Just click on another setting to set up video if video was disabled.

No Codecs video message

The camera may need to be manually configured.

- 1** Go to **Tools > Preferences > Video**, and press the **Configure...** button.
- 2** If video is not being displayed in the **Video Configuration** window, select your video camera from the **Video Driver** drop-down menu (it is probably “Microsoft WDM”).
- 3** Click the **Format...** button after video is displayed. The window that comes up varies from camera to camera, but look for a control for “Pixel Depth / Compression” or “Format”. Choose either RGB 24 or I420 in this control, and press **OK**.
- 4** If “RGB 24” or “I420” is not listed as a selection, the camera may not be usable by the Multimedia Web Client. However, try examining other programs that came with the camera in order to enable **Video For Windows** with this camera. Also, check with the camera vendor’s web site to obtain the most recent drivers.
- 5** Press **OK** to close the **Video Configuration** window, and press **OK** again to close Preferences.

Camera switches to receive-only

The Multimedia Web Client will switch to receive-only video if it starts up and cannot locate a previously found camera. To transmit video again, go to **Tools > Preferences > Video**, disable video, then select your video configuration again.

Blue screen error

This is caused either by multiple cameras/video capture devices corrupting each other's installations or by buggy device drivers. Try to uninstall unneeded video devices and go to the vendor's web site and ensure that you are running the latest drivers for the video device. If you are unsure of how to troubleshoot device installation conflicts, seek knowledgeable assistance.

Button references

This section describes the following buttons on the Multimedia Web Client:

- [“Conversation window – Incoming call buttons” on page 176](#)
- [“Conversation window – Call control buttons” on page 177](#)
- [“Conversation window – Voice-mail control buttons” on page 178](#)
- [“Conversation window – Sharing buttons” on page 179](#)
- [“Conversation window – Instant Message buttons” on page 180](#)

Conversation window – Incoming call buttons

Icon	Description
	Answers the incoming call without video.
	Answers the incoming call with video.
	Rejects the incoming call request. The user can select whether or not to include a reason.
	Displays an integrated Instant Message area inside the In Session window that allows you to compose and send an instant message to the other party.
	Ignores the incoming call. The calling party is unaware that the call has been ignored.
	Displays the Redirect Call window that allows you to forward an incoming call to another destination.

Conversation window – Call control buttons

Icon	Description
	Ends the call.
	Holds/retrieves an active/held call.
	Mutes/un-mutes the microphone.
	Requests activation/de-activation of video for the call.
	Not available.
	Places the call on hold and brings up a new Make A Call window so you can initiate a new call.
	Places the call on hold and brings up a new Make A Call window so you can initiate a new call. Replaced by a Join button once the new call is established.
	Transfers all held calls to the network audio conference server where an audio conference call is created.
	Transfers the call to another party.
	Park (holds) a call in a general lot for any user in the domain to retrieve it, or parks (holds) a call for a specific user.
	Displays the integrated dial pad. Send digits to the other party by selecting one or more of the dial pad digits.

Conversation window – Voice-mail control buttons

Icon	Description
	Ends the voice-mail call.
	Holds/retrieves the voice-mail call.
	Sends the reply command digit(s) to the voice-mail server.
	Sends the call back command digit(s) to the voice-mail server.
	Sends your pre-defined key1 command digit(s) to the voice-mail server.
	Sends the previous message command digit(s) to the voice-mail server.
	Sends the play command digit(s) to the voice-mail server.
	Sends the next message command digit(s) to the voice-mail server.
	Sends the delete message command digit(s) to the voice-mail server.
	Sends your pre-defined key2 command digit(s) to the voice-mail server.
	Displays the integrated dial pad. Send digits to the voice-mail server by selecting one or more of the dial pad digits.

Conversation window – Sharing buttons

Icon	Description
	Not available.
	Not available.
	Not available.
	Displays a Web Push dialog that allows you to send a web page to the remote party.

Conversation window – Instant Message buttons

Icon	Description
	Displays a file dialog window that allows you to select a file to send to the remote party.
	Selects whether or not a timestamp should be displayed with messages in the instant message display area.
	Prints your instant message display area.
	Set attributes of your instant message text such as: color, weight, slant, and underline.
	Erases the instant message display area.
	Inserts an emoticon into your instant message text.
	Enables you to create or join a chat room.
	Sends your instant message to the remote party.

Hardware notes

Topics in this section include

- [“Compatible video cameras” on page 182](#)
- [“Compatibility with the client application” on page 183](#)

Compatible video cameras

The Multimedia Web Client requires video cameras which capture video in RGB-24 or I420 video format, and the vast majority of USB 1.x web cameras meet these requirements.



Note: Nortel Networks can make no recommendation or statement of compatibility about which cameras work with the Multimedia Web Client on an individual user's PC. There are too many issues out of Nortel Networks' control and influence for any concrete recommendations to be made.

Issues which may influence the operation of a camera are:

- hardware revision of the CPU, CPU chipset, and motherboard
- software revision of CPU chipset and motherboard device drivers
- release and revision of the Windows operating system
- hardware revision of the camera
- software revision of the camera drivers
- the presence of other user-installed devices, USB or otherwise, which were previously installed on the user's PC. Other devices may cause issues regardless of whether they are still present or not
- the installation of other software packages on the user's PC

Compatibility with the client application

The responsibility of ensuring compatibility of the camera with the Multimedia Web Client application is critical. Compatibility is usually indicated by successfully installing the camera, seeing the camera recognized by the client application, and proper behavior of the Multimedia Web Client application during and after several video telephony phone calls.

The following guidelines are recommended:

- Evaluate the camera in person before purchasing.
- If multiple computers with different versions of the Windows® operating system are going to be used with the camera, evaluate the camera on all operating systems before purchasing.
- If multiple computers with different hardware configurations are going to be used with the camera, evaluate the camera on all hardware configurations before purchasing.
- Before installing a camera on a computer, always visit the camera vendor's web site for updated camera drivers, and use the updated drivers if available.
- Do not purchase USB cameras for use on computers with the Windows NT® OS. Windows NT® does not support USB devices.

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