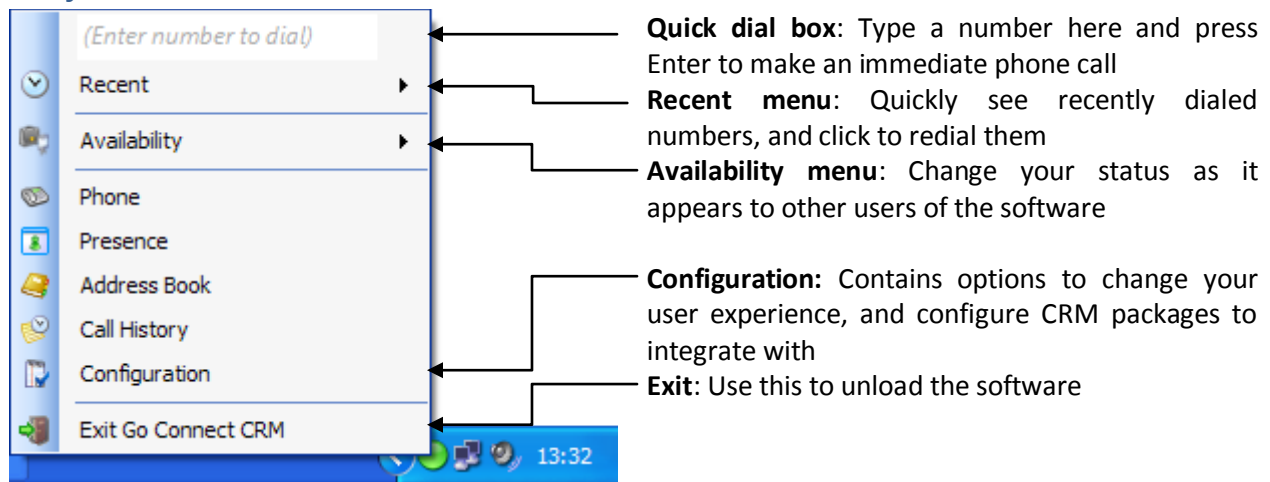


Go Connect CRM for Panasonic - Quick Reference

Welcome to *Go Connect CRM for Panasonic*. This quick reference guide contains some useful information to help you get started. *Go Connect CRM for Panasonic* runs in the system tray. It will appear as a green (or another color) circle. This document describes the various screens that can be accessed by right-clicking on the tray icon.

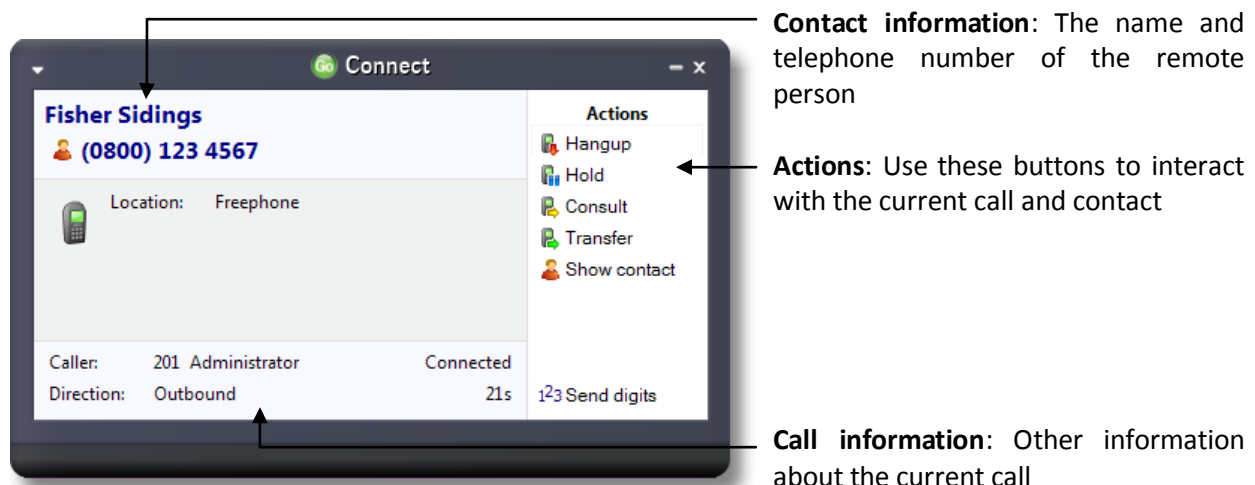
Tray menu



Phone window

When you are not on a telephone call, you can type numbers on this window to dial.

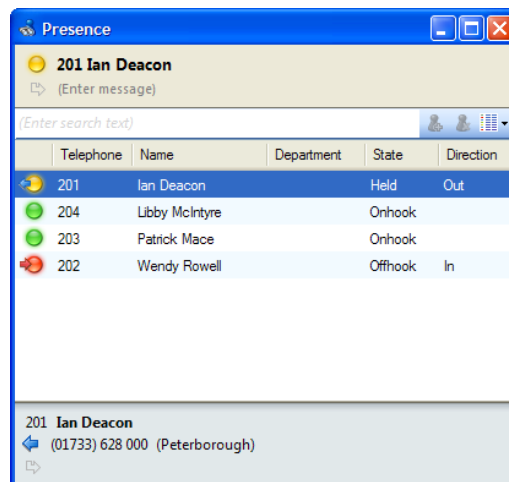
When you are on a telephone call the software will show information that is known about the person you are speaking to and a list of actions that you can perform:



Presence window

The Presence window provides a quick way to check the availability of your colleagues. You can also set your own availability and out-of-office message that is displayed to other users. By default, the Presence window shows a list of all the extensions. If you start to type in the box, the list will show only extensions that match what you typed.

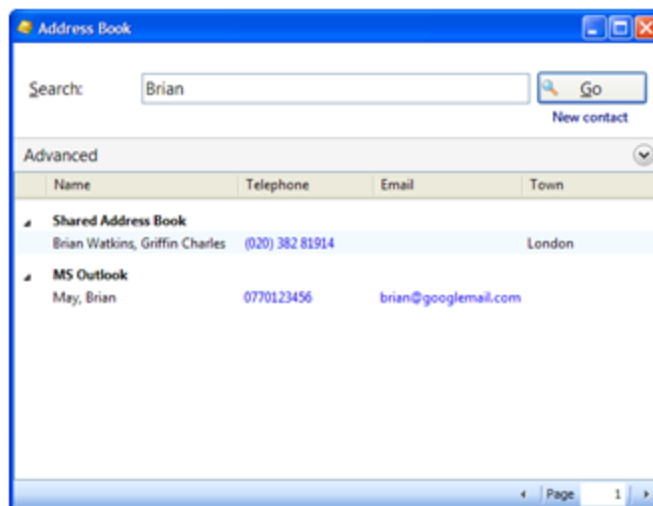
If you click on one of the entries in the Presence list, a context menu will appear. This context menu contains a list of actions that you can perform with the extension. The available actions depend on the state of the extension.



Address books and contacts

The Address Book window provides access to a company-shared address book as well as any integrated address books that have been configured. You can either click the 'New contact' button to add a contact for future use, or type in search criteria and press 'Go' to look for existing contacts.

Clicking on the name in the search result area will show the contact in more detail. Clicking the telephone number will make a call to the contact, and clicking the email address will create a new email to the contact.



The contacts in the address book can be entered in a number of different other ways including during a telephone call and from the Call History window.

Call history

The Call History window shows your fifty most recent calls, arranged in reverse date and time order. The next fifty can be accessed by pressing the page right button in the bottom right of the window.

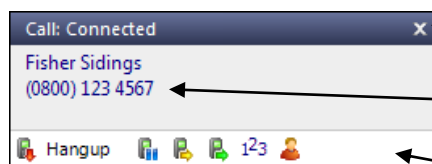
You can make calls from this window by clicking on the contact's telephone number and you can add or edit their name by clicking on the entry in the Name column.

The arrow in the left hand column shows whether the call was made by you or received by you, and whether or not it was answered.

Call History					
	Date/Time	Telephone	Name	Duration	Direction
Today					
14:24:24	0770123456	May, Brian		9s	No ans
14:16:55	02038281914	Brian Watkins, Griffin Charles		17s	Out
14:16:46	02038281914	Brian Watkins, Griffin Charles		2s	No ans
14:04:51	01733628000	(Peterborough)		31s	Out

Preview window

By default the preview window is set to appear when calls happen. The window will fade away after a few seconds.



Close button: Use this to make the Preview window disappear more immediately

Contact information: The telephone number and name of the other party

Call control actions: Use these to interact with the call or show the contact if it is found in an address book