

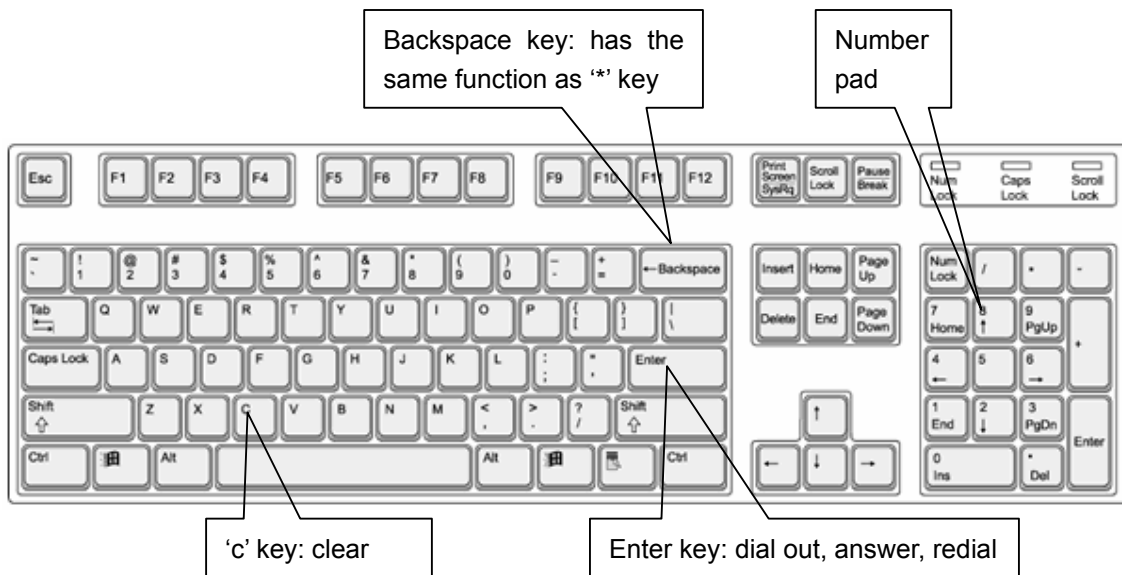
Softphone Quick Reference Guide

Using the Softphone to make a call


The functions available on the software interface are illustrated in the following figure.




The keys on Softphone also correspond to some keys on your computer keyboard. These are illustrated below:



Dialing

Key in the phone number using the on-screen dial pad or your computer keyboard. Then click  to dial out.

Redial

To redial the last number you called simply press the 

Answering

Press  to answer an incoming call


Hang Up

When you finish a call, press  button with your mouse.

Call Hold

Place a call on hold by clicking the  icon. To take the call off hold click  again.

Call Transfer

Call Transfer allows you to transfer an answered call to another phone number. After the incoming call has been answered, key in the destination number to transfer it to. Now use your mouse to click the 'Transfer' button.  The call will now be transferred.

NOTE: You can not transfer a call that you initiated. Only incoming calls can be transferred.

Phonebook

Click the phone book button on the on-screen interface to open the phonebook pad.

<1> Add, delete or modify contact.

- Add contact
 - (1) Click "+" sign to add a new contact
 - (2) Fill in the details for the contact and then click "OK".
- Delete contact
 - (1) Use your mouse to select the contact that you want to delete. Click the "-" or click your right mouse button and choose "Delete" from the menu.
 - (2) A confirmation dialogue window will be displayed. Click "Yes" to confirm deletion or click "No" to abandon.
- Modify contact
 - (1) Double click the contact and the properties dialogue box will be displayed. You can now modify the contact's details.
 - (2) After editing, click "OK" to save. Click "Cancel" to abandon the changes.

<2> Modify phone number or other details

Move your mouse over the contact and then click the right mouse button. A menu will be displayed. Choose the appropriate menu item.

<3> Calling a contact using the Phonebook.

Press the 'Call' button to obtain a dial tone. Now open the phonebook and use your mouse to point to the contact you wish to call. Click the right mouse button to obtain the menu and now choose the phone number you wish to call.

<4> Import and export phonebook

Position your mouse within the phonebook display window. Click your right mouse button and choose import or export phone book.

Import methods: Import from Outlook or Import From CSV file.

Export methods: Export all to Outlook or export phone book to a CSV file.

Call History

Click "Call History" button and then click "dialed calls", "answered calls" or "missed calls" to view the corresponding call history.

- Call a number back
 - (1) Use the mouse to select the number from the list and then Right Click on it. Now click the "Call Back" option to dial the number.
- Add contact
 - (1) Click the "+" sign to enter the Properties Dialogue box.
 - (2) Fill in the details about the contact and then click "ok" to finish. The new entry will be displayed in the phonebook.

Clear What You have Input

When entering a number, you can clear the number you have input by simply pressing the 'c' key on your keyboard.

Use * to Correct a Number

If you make an error while dialing a phone number you can use the * key to back up one number. For example, if you dialed 620, but you meant to dial 621, just hit the "*" key to backspace one digit and then type the correction.

Caller Number Display

You can see the incoming caller's number in the on-screen status bar.

Special Features

Note: Your Soft phone supports numerous special features such as conference calling and voice mail. You should check with your service provider as to which special features you have available to you. There is likely to be a charge for such features.

Call Forwarding

Every Soft phone has call forwarding capability. When you are offline or busy the incoming call can be forwarded to another telephone number or voice mail. You need to set this feature up on your service providers "My Account" web page.

Conference Calling

Before you can make Conference Calls you will need to go to the "**My Account**" Web Page and configure Conference Calling capability. Once the conferencing call feature has been set-up on your account you can have a conference with multiple parties. You will act as a 'Host' and invite 'Participants' into the conference room that you establish.

1) How to initiate a conference call and invite others.

- (1) Dial access number (**09090001**), followed by **#** from your Phone.
- (2) You will hear a beep tone confirming that you have entered the conference room. Now press **#** and follow the voice prompts to invite others into the conference. After you reach a Participant you can press **#** to bring them into the conference or press ***** if you want to return to the conference alone.

2) How to have participants enter the conference room themselves

- (1) The Host needs to preconfigure the Participant Password on their "**My Account**" web page. The Host must then tell the Participants the conference ID and the Participant password.
- (2) Host initiates the Conference by dialing host access number (**09090001**) + **#**.
- (3) Participant dials participant access number (**09090002**) + **#**. Then Participant should follow the voice prompts to join the conference.

Voice Mail

1) Setting voice mail

- (1) Goto the 'My Account' Web page
 - (2) Activate The Voice Mail feature
 - (3) Activate The Call Forward feature
 - (4) Goto the Call Forward settings page. Choose to Call Forward to your Voice Mail.
- Once the Voice Mail feature has been set up on your account, you can listen to your voice mail or record a message to yourself.

If you want to listen to your voice mail, please dial the access number **090912345#**, and then follow the voice prompts. If you want to leave a message in your mailbox yourself then just dial the access number **090923456#**