

VoiceLine®

Residential Voice over IP Telephone Service

SoftPhone User's Guide



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1. Welcome to the VoiceLine SoftPhone

Thank you for choosing the VoiceLine SoftPhone!

The SoftPhone is a PC-based phone service that uses Voice over Internet Protocol (VoIP) technology and software to make and receive calls over the Internet. VoIP technology is less expensive than traditional phone service, so the savings are passed on to you.

Service and System Requirements

Service Requirements

The following items are required to begin using the SoftPhone client:

- ★ A VoiceLine account
- ★ VoiceLine SoftPhone software
- ★ An Internet connection (high speed is recommended)

System Requirements

The PC onto which you install the SoftPhone client must meet or exceed the following requirements:

- ★ **Operating System:** Windows 98 or above
- ★ **Processor:** Pentium 200 MHz
- ★ **Memory:** 128 MB RAM
- ★ **Internet Connection:** 33.6 Kbps or better (High speed recommended)
- ★ **Sound Adapter:** Full-Duplex Sound Card
- ★ **Headphones and Microphone**

Customer Support for the SoftPhone

If you have billing, account, or technical support questions, contact customer support (**page 3 of the [VoiceLine User's Guide](#)**).

If you purchased the VoiceLine service through a local distributor, please contact your distributor for all billing or account questions. For technical support questions, refer to [VoiceLine Customer Support Contact Information](#), below.

If you purchased the VoiceLine service with your credit card from the Web site, direct all questions to VoiceLine Customer Support. Refer to the contact information below.

VOICELINE CUSTOMER SUPPORT CONTACT INFORMATION

- **Email:** Go to <http://www.myaccountcenter.net/voicelinesupport.asp>.
- **VoiceLine Phone:** Dial 611 from your VoiceLine-enabled phone.
- **Regular Touch-Tone Phone (within the U.S.):** Call toll-free within the U.S. at (800) 455-4185.
- **Regular Touch-Tone Phone (outside the U.S.):** Call (614)-219-5366 from anywhere in the world.

2. Installing and Upgrading the SoftPhone

Installing the SoftPhone

The VoiceLine SoftPhone can be installed in one of two ways:

- ★ Install the application from the supplied CD-ROM

OR

- ★ Login to your account at <http://www.myaccountcenter.net> with your SoftPhone Account Number and PIN, and download the application from the My Account page.

To install the SoftPhone:

1. Double-click the VoiceLineSoftPhoneSetup.exe installation file.



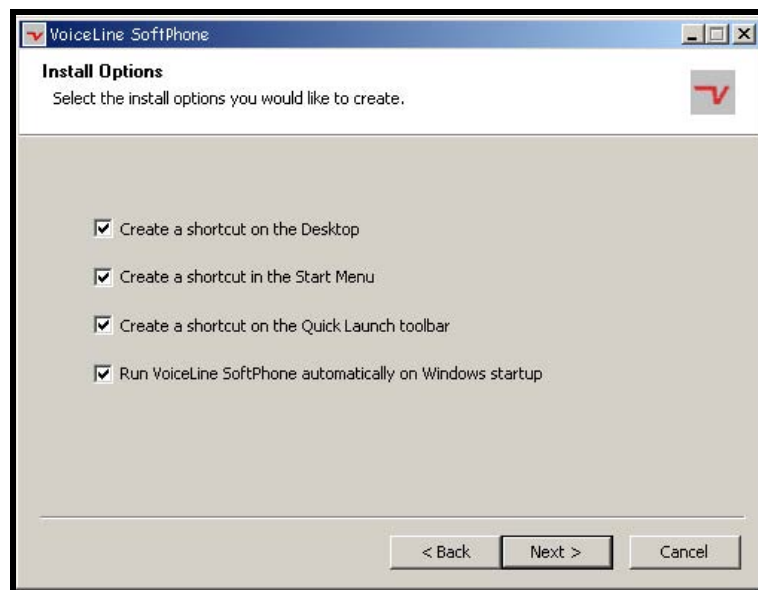
Welcome to VoiceLine SoftPhone Installation

2. Click the **Next** button to begin the installation.
The SoftPhone End User License Agreement displays.



SoftPhone End User License Agreement

3. Click the **I accept the license agreement** radio button to select it, and then click the **Next** button.
The Install Options window displays.



Install Options Window

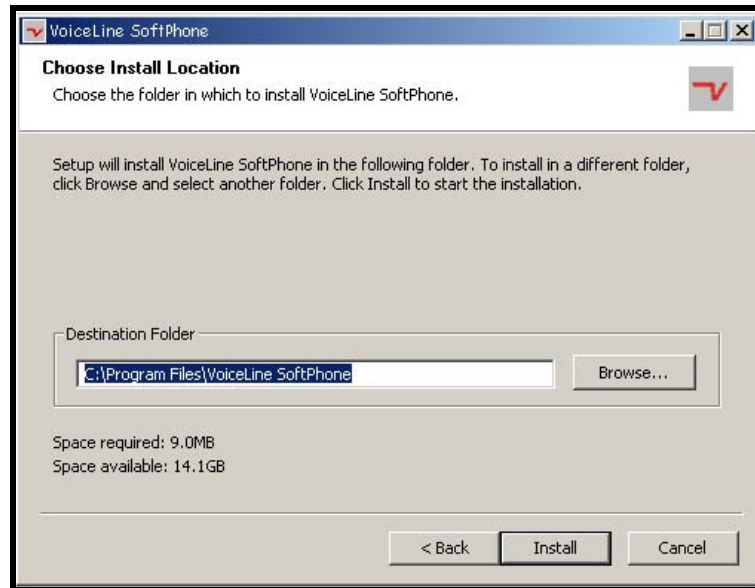
4. Click the checkboxes for the options you would like to select. A checkmark will appear when an item is selected. Options are:
 - **Create a shortcut on the Desktop**—Places a shortcut icon for the SoftPhone client on your PC's desktop. You will be able to launch the client by double-clicking this shortcut icon.
 - **Create a shortcut in the Start Menu**—Places a shortcut for the SoftPhone client in the Start Menu. You will be able to launch the client by clicking the **Start** button and then clicking the SoftPhone shortcut. (This shortcut is in addition to the regular program icon appearing in the Programs section of the Start Menu.)

- **Create a shortcut on the Quick Launch toolbar**—Places a shortcut icon in the Quick Launch toolbar, located at the lower left-hand corner of the screen (to the right of the Start button). You will be able to launch the SoftPhone client by clicking the icon.
- **Run VoiceLine SoftPhone automatically on Windows startup**—Automatically launches the SoftPhone client each time Windows starts up.



NOTE: When the Softphone launches, the login screen displays. The SoftPhone will not log on automatically unless you select the *Log in automatically when the SoftPhone starts* checkbox on the login screen.

5. Once you have selected the desired options, click the **Next** button. *The Choose Install Location window displays.*

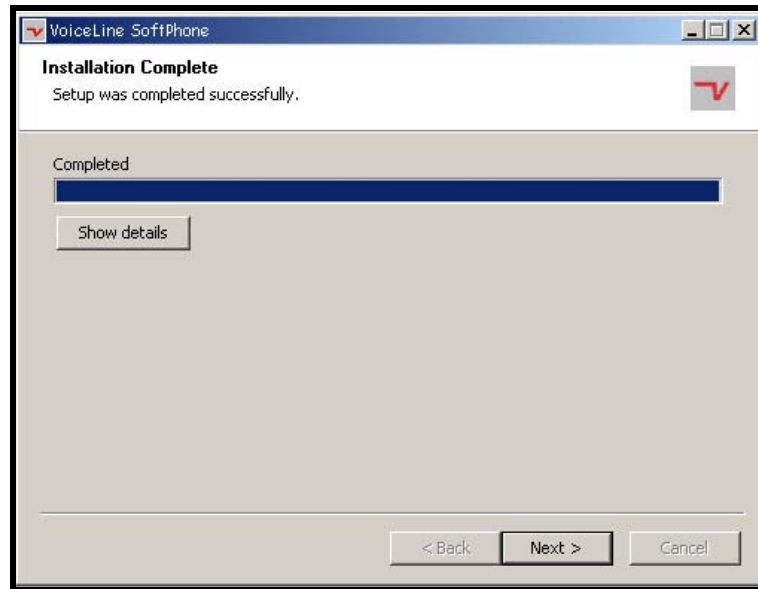


Choose Install Location Window

6. The **Destination Folder** field contains the default folder in which the SoftPhone client will be installed.
 - To proceed with the installation in this folder, click the **Install** button.
 - To change the location to which the SoftPhone is installed, click the **Browse** button, and navigate to the folder in which you would like the client installed. Once you have selected a new folder, click the **Install** button.

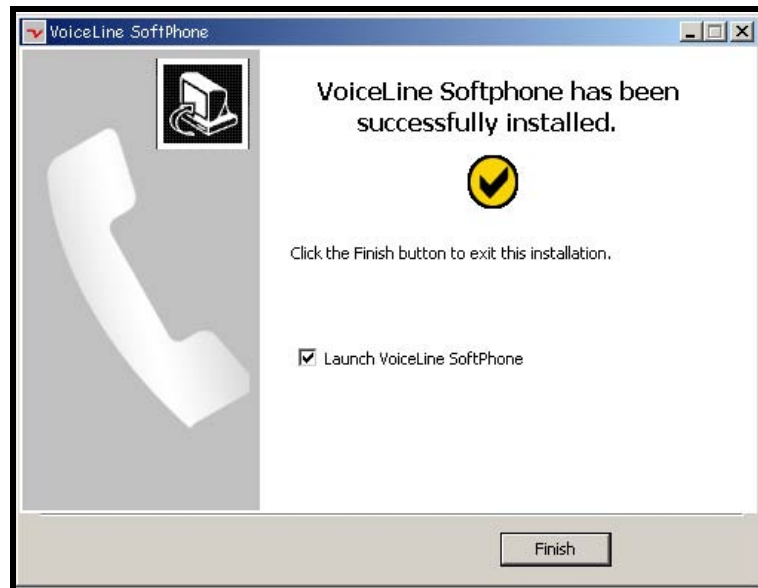
The installation begins. The window displays the progress of the installation.

When complete, a new window indicates that the VoiceLine SoftPhone installation is complete.



Installation Complete Window

7. To continue, click the **Next** button
*The **Successful Installation** window is displayed.*



VoiceLine SoftPhone Successful Installation

If you would like to end the installation without launching the SoftPhone client, uncheck the **Launch VoiceLine SoftPhone** checkbox, and then click the **Finish** button.

The SoftPhone client has been installed successfully! For instructions on logging into the SoftPhone, proceed to Chapter 3, [Logging onto the SoftPhone Client](#).

Upgrading the SoftPhone

In the SoftPhone client, click the **About** menu, and select the **Check for Update...** menu option. A browser window opens to your online account center and indicates whether or not there is a more recent version of the SoftPhone available.

Uninstalling the SoftPhone

To uninstall the SoftPhone client:

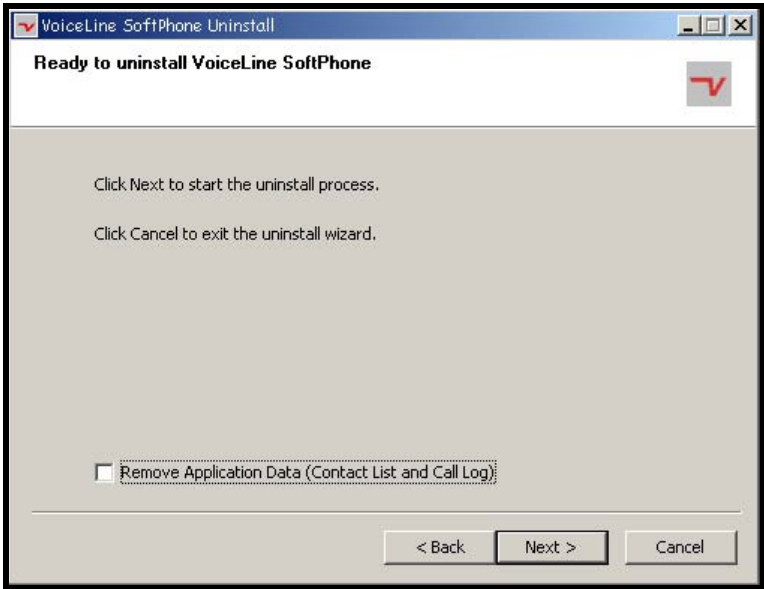
1. Click the **Start** button, and then select **Programs: VoiceLine SoftPhone: VoiceLine SoftPhone Uninstaller**.

The VoiceLine SoftPhone Uninstaller window displays.



VoiceLine SoftPhone Uninstaller Window

2. Click the **Next** button to proceed with the uninstall process.
3. The VoiceLine SoftPhone gives you the option of saving or deleting your application data (i.e., Contact List, Call Log, etc). Make your selection by checking or un-checking the **Remove Application Data** checkbox, and click the Next button to continue.



VoiceLine SoftPhone Uninstaller Window

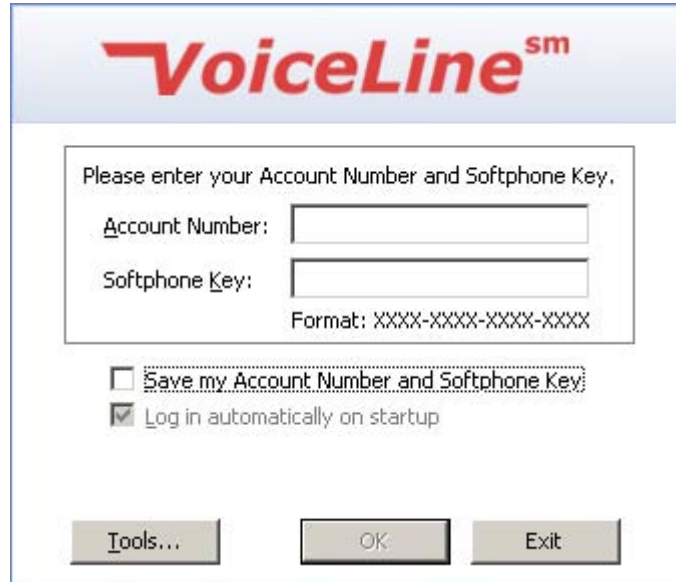
The SoftPhone client will be removed from your PC. Once the uninstall is complete, a screen displays confirming that the client has been removed.

3. Logging onto the SoftPhone Client

Logging On

To log onto the SoftPhone:

1. Launch the SoftPhone application by double-clicking your chosen shortcut (desktop, quick launch bar, etc.), or selecting it from **Start** menu. *The login screen displays.*



SoftPhone Login Screen

2. Enter your SoftPhone **Account Number**.
3. Enter your **Softphone Key**.
4. Click the **OK** button. *If successful, the SoftPhone application opens in online status and the login screen disappears.*

If the login fails, a new screen displays with the message, "Invalid account number or password" prompting you to click RETRY. Repeat steps 2 through 4.

Changing or Obtaining Your PIN

If you wish to change your PIN, or obtain a lost PIN, contact your local distributor or service provider.

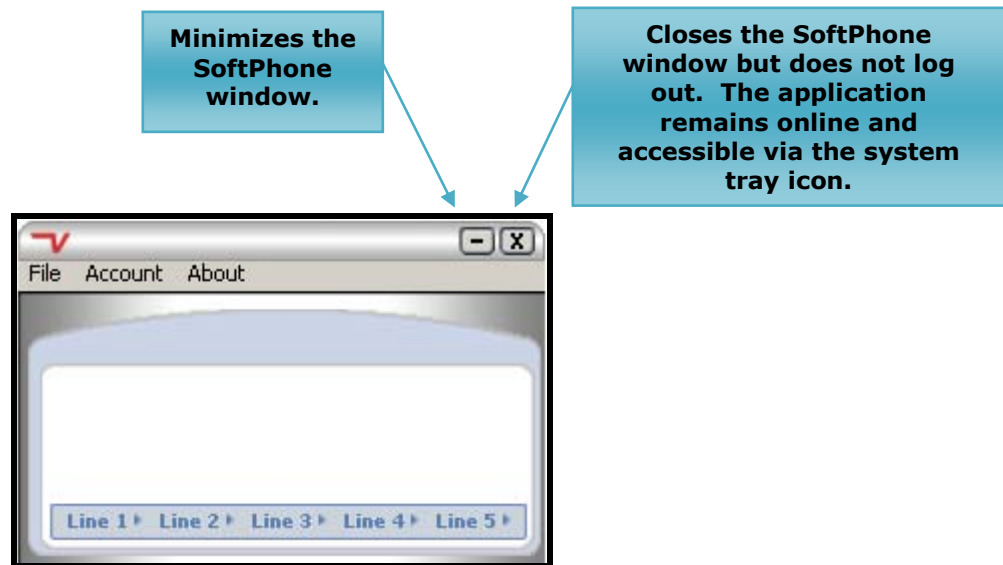
4. Becoming Familiar with the SoftPhone Interface

Before using the SoftPhone to make and receive calls, it is a good idea to familiarize yourself with the application.

Maximizing/Minimizing the Screen

The dash (–) button in the upper right corner of the SoftPhone screen minimizes the screen to the task bar. It can then be accessed from the task bar.

The **x** button closes the SoftPhone client. It can be maximized by clicking the SoftPhone icon in the system tray.





SoftPhone Minimize and Close Buttons



NOTE: Clicking the x button does not exit the dialer. To exit, click the File menu on the client window and select Exit. This will log you out of the SoftPhone and close the application. Alternatively, one can right mouse click on the icon in the system tray and select Exit.

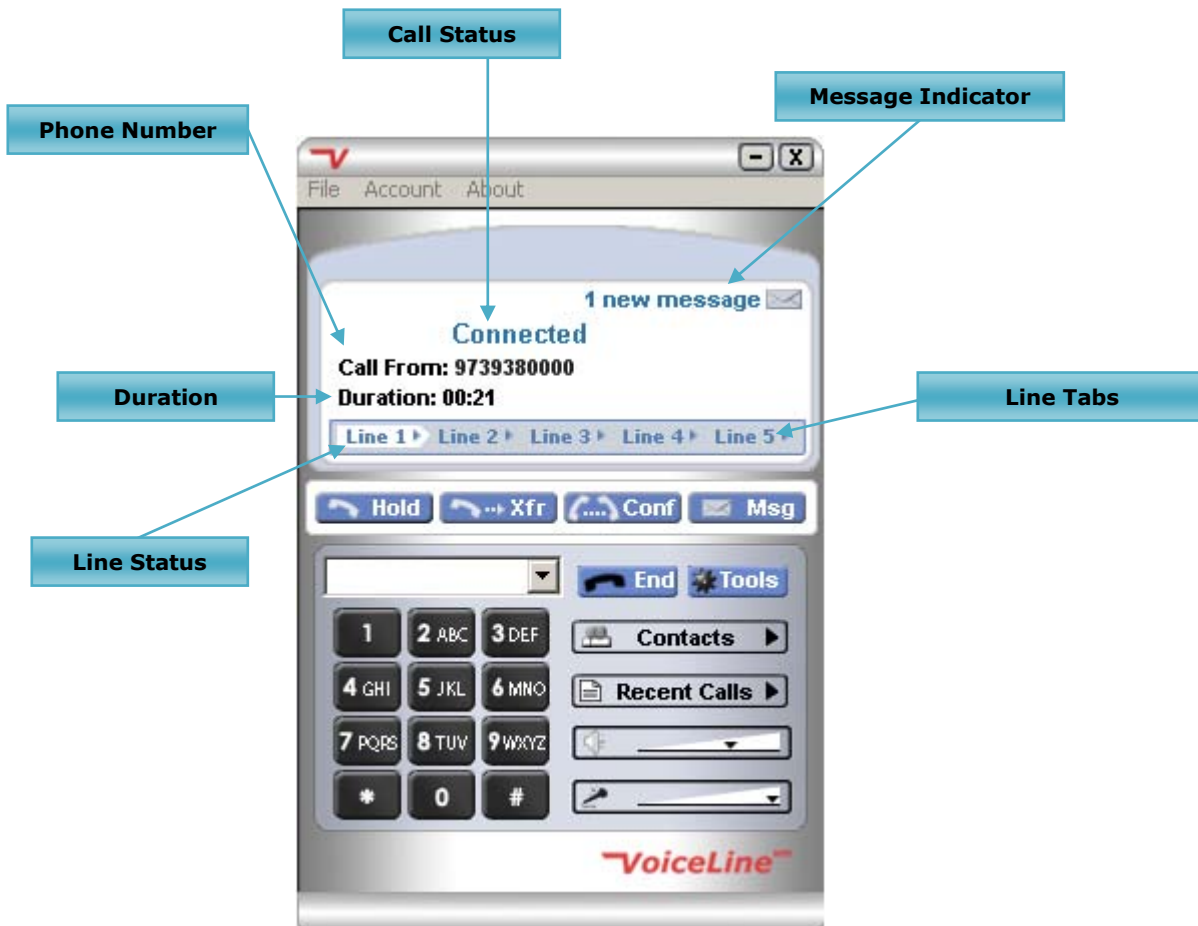
Determining Online Status

A quick way to determine if you are logged into the SoftPhone client is to check the SoftPhone system tray icon. If the VoiceLine SoftPhone icon () appears in the tray, you are logged into the SoftPhone. If the icon  appears in the tray, but it is greyed out, you are logged out of the application. Also, the word "Online" or "Offline" will appear at the bottom of the softphone GUI.

Understanding the On-Screen Display

The on-screen display contains different types of information, including:

- ★ **Call Status**—The status indicates the SoftPhone's current state. Examples include **Dialing**, **Connected**, etc.
- ★ **Phone Number**—Displays the phone number of the current incoming or outgoing call.
- ★ **Duration**—Displays the duration, in minutes and seconds, of the active call.
- ★ **Line Status**—Displays the selected line with a white background.
- ★ **Message Indicator**—An envelope displays when there is a new voicemail message or messages. See [Checking for Voicemail Messages](#) for more information on accessing your voicemail.
- ★ **Line Tabs**—Displays the five (5) lines available for placing or receiving calls. You can switch between lines simply by clicking the desired line tab.



VoiceLine SoftPhone Interface

Using the Phone Number Field

The **Phone Number** field has two (2) components: the text box and the drop-down list.

Text Box

The text box is where you enter the phone number you would like to dial. You can enter the number by:

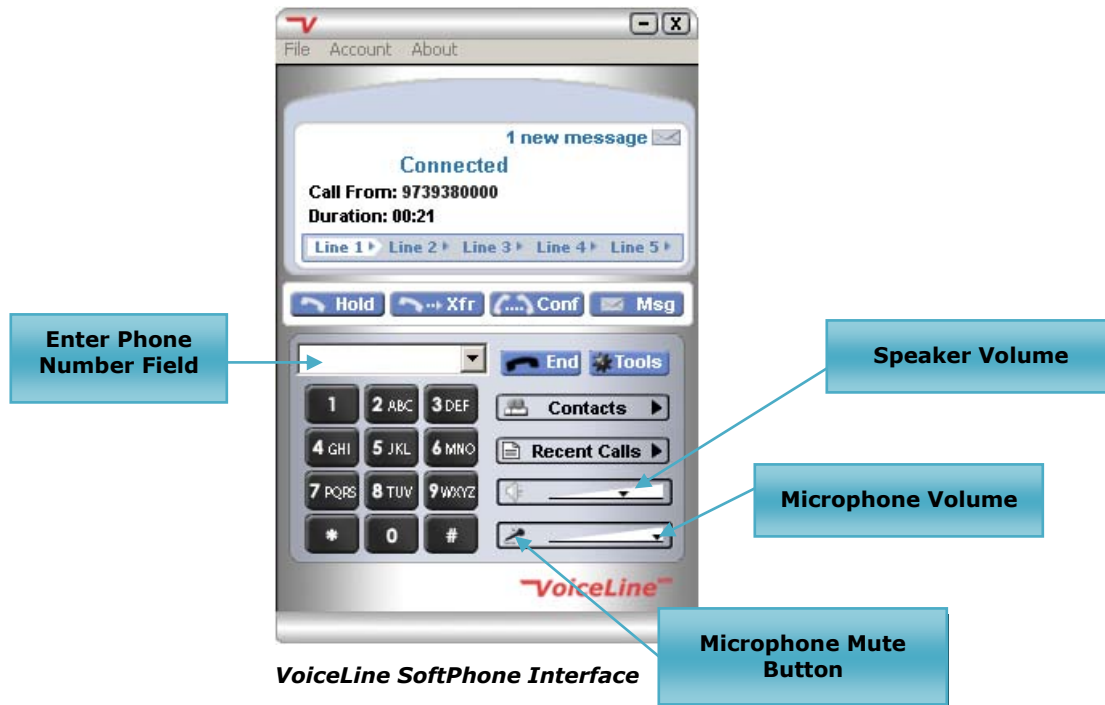
- ★ Clicking the numbers on the SoftPhone's keypad.
- ★ Typing the numbers on your PC's keyboard.
- ★ Pasting the phone number in the field.

For details, refer to [Placing Calls](#).

Drop-Down List

The drop-down list contains the last ten (10) outbound dialed phone numbers/names. When you click any of these phone numbers, the selected number displays in the text box. You can then click the **Dial** button to place a call to that number.

The numbers in the drop-down list can be cleared by selecting **File > Clear Re-dial Drop Down**.



Accessing Multiple Lines

When you are on a call, you can click the other line tabs (Line 1, Line 2, etc.) to view those lines, and you will still remain connected to your current call. If you click another line tab, enter or select a phone number and click the **Dial** button, the current call is automatically placed on hold.

Adjusting Speaker/Microphone Volume

At the bottom right-hand part of the SoftPhone screen, there are two (2) volume controls:

- ★ **Speaker**—Controls the earpiece volume, including the caller's voice, voice prompts, etc.
- ★ **Microphone**—Controls the microphone volume of your voice as it is transmitted to the caller.

To adjust the volume for either control, click and drag the volume selector to the right to increase volume or to the left to decrease volume. Volume settings apply to ALL LINES.



NOTE: For more help on adjusting the speaker and/or microphone volumes, refer to [Troubleshooting](#) for more information.

Using Mute

The mute button (🔇), located to the left of the microphone volume control, allows you to block all sounds, including your voice and other background sounds, from being transmitted to the caller. When a call is muted, the mute button turns red (🔴🔇). You will still be able to hear sounds from the caller's end of the line. This setting affects ALL LINES.

To mute a call, click the mute button (🔇). The mute button changes appearance to indicate that the feature is enabled (🔴🔇), and the MUTE indication appears at the top of the display.



SoftPhone with Mute Enabled

Click the button again to deactivate muting and resume two-way communication.

Checking for Voicemail Messages

When you have a new voicemail message, an envelope will display on the screen. Once you connect to the voicemail system to listen to your message(s), the envelope disappears.

Voicemail messages can be retrieved by:

- ★ Clicking the **Messages** button.
- ★ Entering **123** in the **Phone Number** text box, and then by either clicking the **Dial** button or pressing **<Enter>** on the PC's keyboard.



SoftPhone with New Message Indicator

Using the Menus

File

- ★ **Clear Re-dial Drop Down**—Removes all of the recently dialed phone numbers from the **Enter Phone Number** drop-down list.
- ★ **Log Out of This Account (account number)...**—Disconnects the account noted in parentheses and keeps the login information populated in the **UserID** and **PIN** fields.
- ★ **Change Account...**—Disconnects the account and clears the login information from the **UserID** and **PIN** fields.
- ★ **View Contacts**—Displays the Contacts tab.
- ★ **Create New Contact...**—Displays the Add Contact window.

- * **Add Current Call to Contacts...**—Adds the phone number for the current phone call to your contacts list. This menu option is disabled when there is no active call or when the current phone number is already in the contact list.
- * **View Recent Calls**— Displays the Recent Calls tab.
- * **Call Voicemail...**—Connects to the voicemail system.
- * **Tools...**—Opens the Tools dialog box, which allows you to change various settings, including launch, update, login, and audio settings.
- * **Exit**—Logs out and closes the SoftPhone application.

Account

- * **My Account...**—Opens a browser window and displays the My Account Center **Login** page. Enter your Account Number and PIN to login.
- * **Call History...**— Opens a browser window and displays the My Account Center **Login** page. Enter your Account Number and PIN to login.
- * **Manage Service Features...**— Opens a browser window and displays the My Account Center **Login** page. Enter your Account Number and PIN to login.

About

- * **About...**—Displays a pop-up window with the SoftPhone version information.
- * **Check for Update...**—Checks to see if there is a more recent version of the SoftPhone application.

5. Placing and Receiving Calls

Placing Calls

When placing a call with the SoftPhone, you must follow the rules of the dial plan set by your country of residence. Refer to the [VoiceLine User's Guide](#) for more information on local and international dialing from your area.

When placing a domestic (inside the U.S.) call with the SoftPhone you are not required to enter a **1** before the number. You can simply enter the 10-digit phone number and click the Dial button on the SoftPhone interface.

Standard Calls



NOTE: If no line is specified, the call will be placed on Line 1 by default.

There are several ways to place a SoftPhone call.

TYPING THE PHONE NUMBER

- ★ In the **Phone Number** field, enter the phone number by clicking the numbers on the SoftPhone keypad, and then click the **DIAL** button or press **<Enter>** on the keyboard.

OR

- ★ In the **Phone Number** field, enter the phone number by pressing the numbers on your PC's keyboard, and then click the **DIAL** button or press **<Enter>** on the keyboard.

USING THE PHONE NUMBER DROP-DOWN LIST

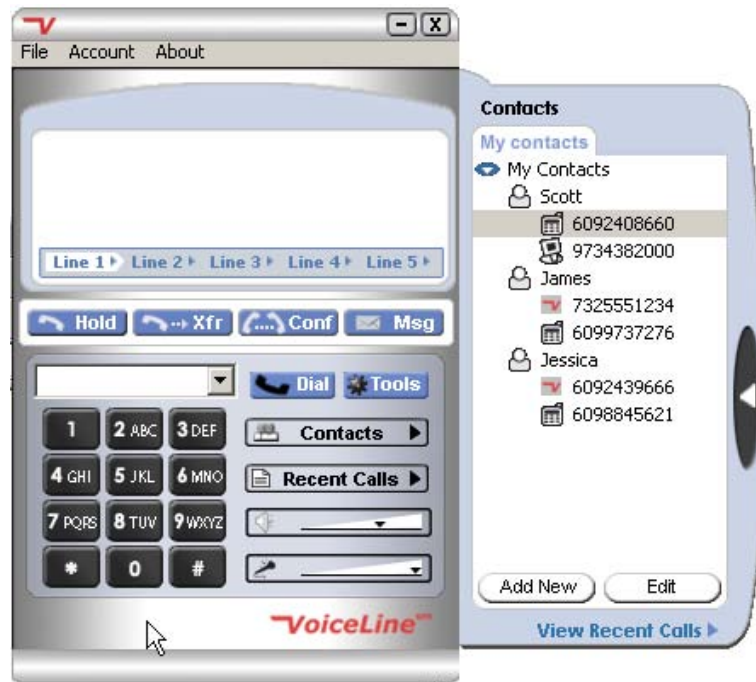
- ★ To call a recently dialed phone number, click the **Phone Number** drop-down list, and select the phone number you would like to call. Then click the **DIAL** button or press **<Enter>** on the keyboard.

PASTING THE PHONE NUMBER

- ★ Paste the phone number in the **Phone Number** field, and then click the **DIAL** button or press **<Enter>** on the keyboard.

USING THE CONTACTS LIST

Click the Contacts () button to open Contacts pullout list.



SoftPhone Interface with Contacts List

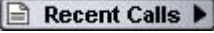
- ★ Double-click the number you would like to call.
OR
- ★ Right-click the number you would like to call and then select **Call** from the shortcut menu.

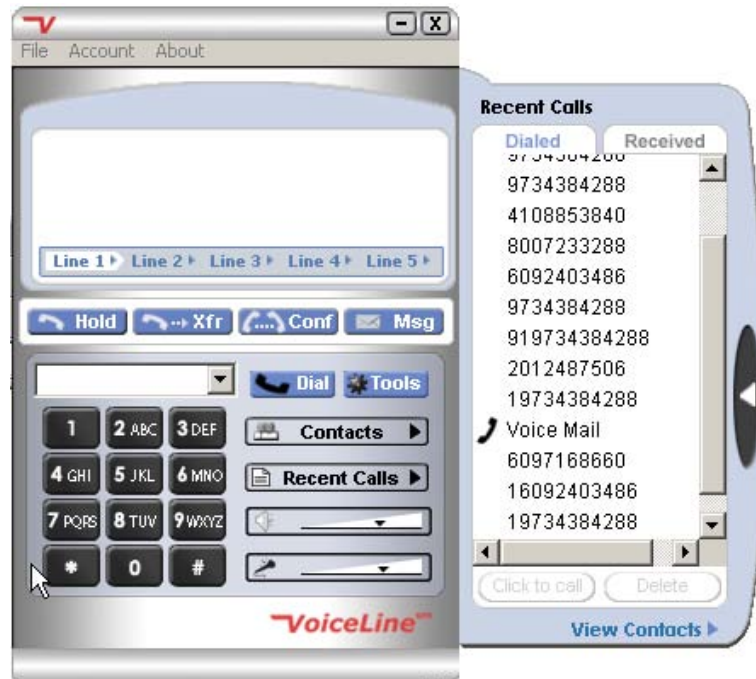
The phone number you are dialing displays in the **Phone Number** field, and the call is initiated.



NOTE: If you enter a phone number that begins with a number but includes a letter (A through Z), the letter will be converted to its numeric equivalent. For example, if you enter "A," the number 2 will be inserted in its place.

FROM THE RECENT CALLS TAB

You can view Dialed calls and Received calls from the **Recent Calls** tab. Click the **Recent Calls** () button to open the **Recent Calls** pullout menu.



SoftPhone with Recent Calls list

There are two (2) ways in which you can place a call from the SoftPhone's Recent Calls tab:

- ★ **Double-click**—Double-click the phone number you would like to call. *The phone number will populate the Phone Number field above the SoftPhone keypad, and the call will be initiated.*
- ★ **Right-click**—Right-click the name and select **Call** from the shortcut menu to initiate the call. *The phone number will populate the Phone Number field above the SoftPhone keypad, and the call will be initiated.*


Placing a PC-to-PC Call

TYPING THE SOFTPHONE PHONE NUMBER

In the **Phone Number** field, enter a SoftPhone phone number. You can enter the numbers by clicking the SoftPhone keypad or by **pressing the numbers on your PC's keyboard**. Then click the **DIAL** button or press **<Enter>** on the keyboard.

FROM THE CONTACT LIST

To call another SoftPhone-enabled PC directly from the contact list:

1. On the contact list, find the contact you would like to call.
2. Single-click the contact name to display the phone numbers associated with that person.
3. Locate the contact phone number labeled with the VoiceLine () icon.
 - Double-click the number to initiate the call.

OR

- Right-click the number and select **Call** from the shortcut menu.

The contact's name and number will display in the Phone Number field, and the call is initiated.

Receiving Calls

Standard Calls

When a call is received, a window displays the caller's name (if it's from a member of your contact list) or phone number and prompts you to either accept or decline the call.



Incoming Call Notification (From a Contact List Member)



Incoming Call Notification (From a Caller Who Is Not on the Contact List)

- ★ **Accept**—When you click the **Accept** button, the SoftPhone answers the call, and you can begin speaking to the caller. The screen displays the call information.



SoftPhone Call in Progress



NOTE: If the SoftPhone application is not open on the screen but active in the system tray or background, it will automatically open up and/or display as the top window.

- * **Decline**— When you click the **Decline** button, the SoftPhone handles the call according to your call forwarding settings.



NOTE: If the inbound caller is in the contact list, the SoftPhone application will display the associated Name and Icon. If the number is not in the contact list, it will display the Number only.

If the call ends by the other party hanging up, a pop-up window displays to alert you. To close the pop-up window, click the **OK** button.



End of Call Notification

PC-to-PC

If you receive an incoming call from another PC, a pop-up window will display the SoftPhone user name and the associated icon (if available). If no icon is available, the caller's 7-digit SoftPhone account number will display.



NOTE: If you miss a PC-to-PC call, it will be handled in the same way as regular missed calls.

Call Waiting

If you are on an active call and you receive another inbound call, the standard INCOMING CALL pop-up window displays and prompts you to either accept or decline the call.

- * **Accept**—Automatically places any active calls on hold and answers the new call. The screen display will switch to show the new caller's information. The new line button will be active, and the other line(s) will flash to indicate that they are now on hold.
- * **Decline**—Handles the call according to your call forwarding settings, and the pop-up window disappears. There will be no interruption to your current call.

Missed Calls

Missed calls are displayed differently depending on how many calls were missed.

- ★ **Single missed call**—If you miss one call, a pop-up window displays in front of all open screens and notifies you of the missed call and the phone number from which the call was received. To close the pop-up window, click the **OK** button.



Missed Call Notification

- ★ **Multiple missed calls**—If you miss more than one call, a different pop-up window displays. It displays the number of missed calls and allows you to either **View** the recent calls or **Exit** and return to the active screen. To close the pop-up window, click the **OK** button.

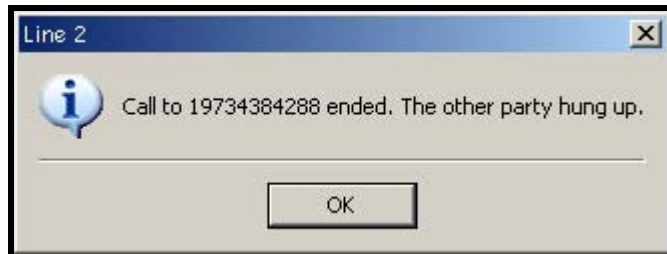


Multiple Missed Calls Notification

Ending an Inbound Call

To end a call, simply click the **End** button on the SoftPhone interface. The screen will display, **Call Ended**.

If the other party hangs up, a pop-up window displays a notification message. Click the **OK** button to close the window.



End of Call Notification

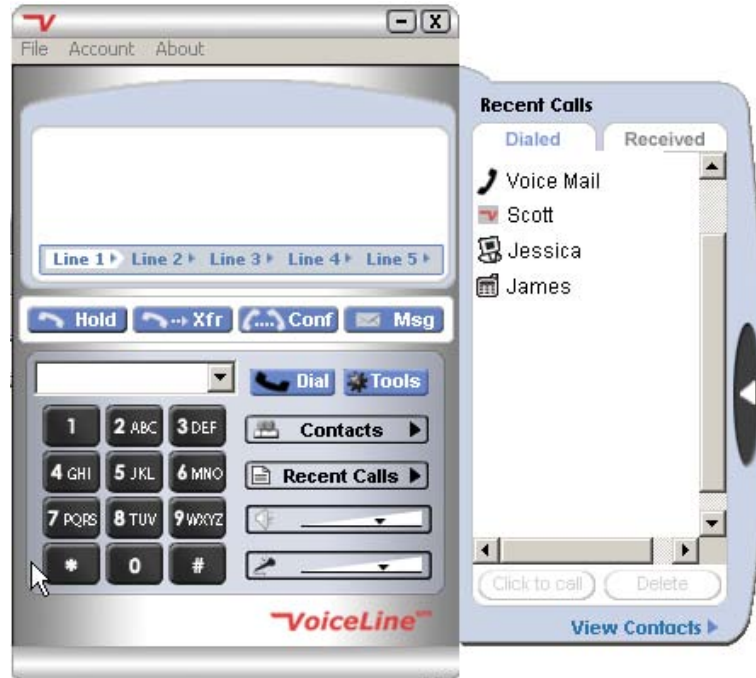
Viewing Recent Calls

The SoftPhone allows you to view a list of the last fifteen (15) calls received and the last fifteen (15) calls dialed. The screen will display phone numbers (for numbers not in your contact list) or contact names (if the phone number is already in your contact list). The list is continually updated as new numbers are added to the beginning and the oldest entries are removed from the bottom.

To view recent calls, click the **Recent Calls** () button. The **Recent Calls** pullout list displays.



NOTE: Calls that have been blocked will not display in the recent calls list.



Recent Calls Pullout

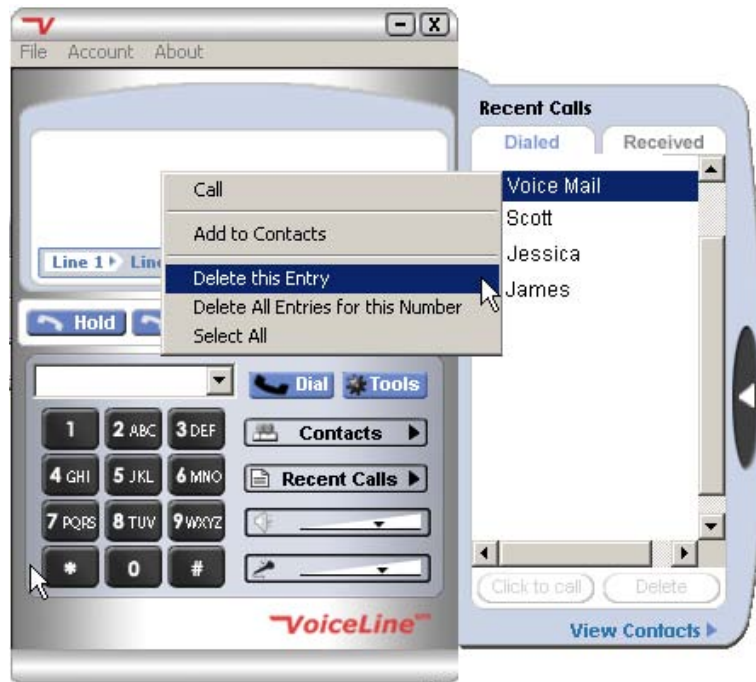
Click the tabs at the top to switch the view between Received calls and Dialed calls. Received calls that you missed display in red.

Deleting Individual Numbers from Recent Calls

You can delete phone numbers from either the Received list or the Dialed list. When you delete a phone number from one of the recent calls lists, the contact information will remain in the contact list.

To delete an individual number from the recent calls list:

1. Right-click the phone number you would like to delete, and then click **Delete this Entry** or **Delete All Entries for this Number** from the shortcut menu.
The phone number will be deleted from the list.



Deleting a Recent Calls Item



NOTE: If you are deleting a phone number from the Dialed tab, the phone number will also be removed from the Enter Phone Number text box.

Clearing All Received Calls or Dialed Calls

To delete all phone numbers in either the Received or Dialed list:

1. Right-click anywhere in the Received or Dialed tab, and then click the **Select All** option from the shortcut menu.
2. Click the **Delete** button at the bottom of the SoftPhone client window.
All phone numbers will be deleted from the Received or Dialed list.

6. Managing Contacts and Groups

The SoftPhone's contact list is an electronic phone book that allows you to store the names and phone numbers of people you call and people who call you frequently.

With the contact list, you can place calls without having to remember or enter the person's phone number, and when you receive a call from someone in your contact list, that person's name and phone number will display.

In addition to adding individual contacts, you can also create groups that can be used to categorize your contacts. This allows you to organize your contacts in whichever way you prefer.

Adding a New Contact

When adding a contact, you can assign that contact to a specific category, or Group. This will help to organize your contacts. Once a contact has been added, you can drag and drop the contact into a different group.

There are two (2) ways to add a new contact:

- ★ Click the group to which you would like to add the new contact, and then click the **Add New** button.

OR

- ★ Right-click the group to which you would like to add the new contact, and select the **Add Contact** option from the shortcut menu.

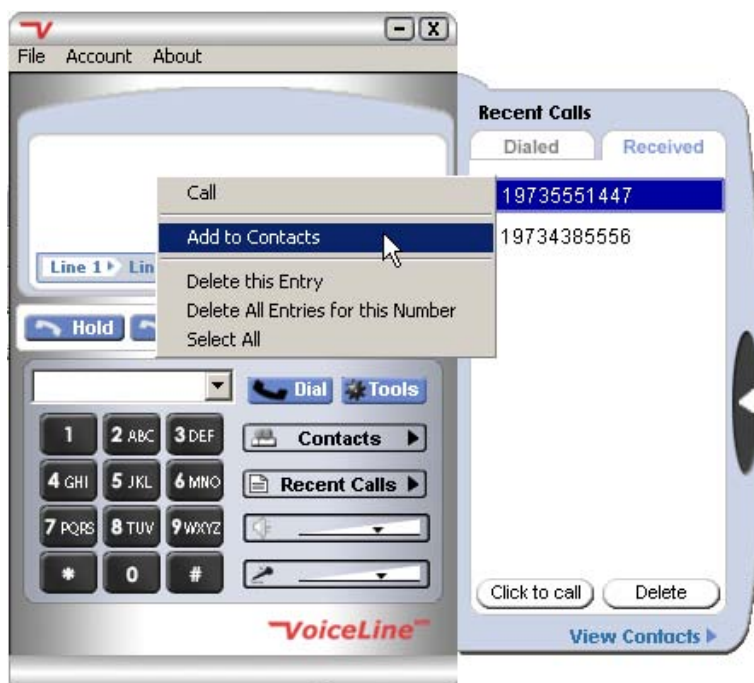
From the Recent Calls Screen

The Recent Calls screen allows you to add new contacts or add a phone number to an existing contact.

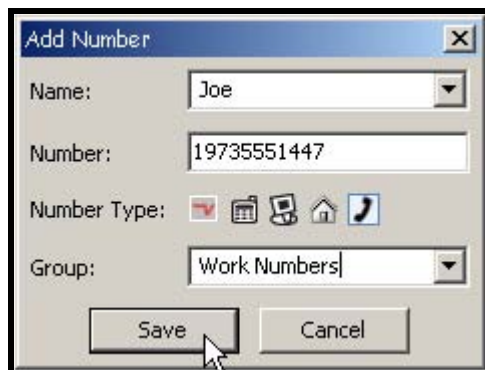
ADDING NEW CONTACTS

To add a new contact:

1. Right-click the phone number you would like to save, and then click the **Add to Contacts** option from the shortcut menu.
The Add Number screen displays, pre-populated with the selected phone number.



Adding a Contact from the Recent Calls List



Add Number Window

2. Enter the contact **Name**.
3. Click the appropriate **Number Type** icon. Options are (from left to right):



TIP: Hover your mouse over each Number Type icon to view the icon's label.

4. If applicable, click the **Group** drop-down menu, and select the group to which this contact belongs.
5. Click the **Save** button.

ADDING A PHONE NUMBER TO AN EXISTING CONTACT

Some contacts will have multiple phone numbers associated to them. For example, a single contact may have a home phone number, a work phone number, and a mobile phone number.

To edit a contact:

Select the contact you would like to edit. There are two (2) ways to do this:

- ★ Click the name of the contact you would like to edit (or one of the contact's phone numbers), and then click the **Edit** button at the bottom of the Contacts screen. *The Edit Contact screen displays the contact's information.*

OR

- ★ Right-click the contact name you would like to edit (or one of the contact's phone numbers), and then click the **Edit Contact** option from the shortcut menu. *The Edit Contact window displays the contact's information.*



Edit Contact Window

1. Enter the appropriate additional number(s) and/or edits.
2. If applicable, click the **Group** drop-down menu and select the group to which this contact belongs.
3. Click the **Save** button.

Organizing Your Contacts

You can arrange your contacts in any order you prefer. Simply click and drag a contact name to its new location. For example, if you would like to move Scott above Jessica, click Scott's name and drag it onto Jessica's name. His contact information will be inserted before Jessica's information.

The same principle applies when moving a group. Click and drag the group name to its new location.

Deleting a Contact

You can choose to delete a contact, including all of the contact's information, or you can delete one of the phone numbers associated with a contact.

Deleting an Entire Contact

To delete a contact and all of that contact's information:

1. Right-click the name of the contact you would like to delete, and then click the **Delete Contact** option from the shortcut menu.
A pop-up box asks you to confirm the deletion.



TIP: If you would prefer to skip the confirmation step when deleting contacts, check the "Don't ask me again" checkbox in the confirmation pop-up box.

2. Click **OK** to delete the contact.
The contact and all of the contact's information will be removed from the contact list.

Deleting One of a Contact's Phone Numbers

To delete one of a contact's phone numbers, right-click the specific phone number you would like to delete, and then click the **Delete this number** option from the shortcut menu. The phone number will be removed from the contact's information.

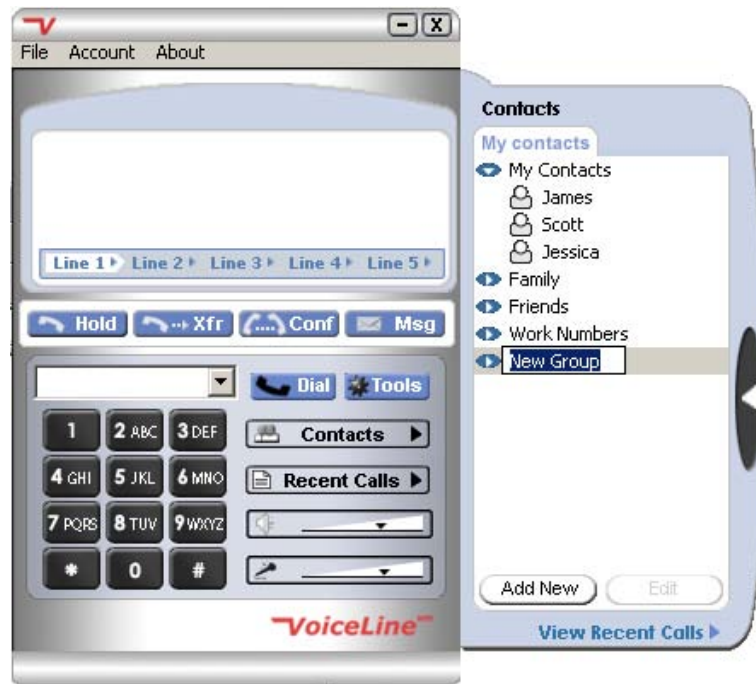


NOTE: You can also delete a contact's phone number from the Edit Contact window.

Adding a Group

To add a new group:

1. Click the **Contacts** button.
The Contacts list displays.
2. Right-click anywhere in the Contacts list area, and then click the **Create New Group** option from the shortcut menu.
A new group icon displays with the cursor flashing in the text box next to it.



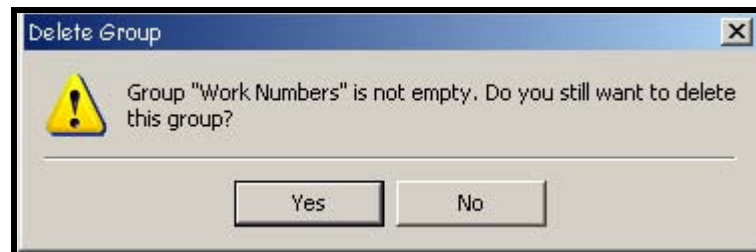
Adding a New Group

3. Type in the new group name, and then press the **Enter** key on your keyboard. *The group name now displays in your Contacts list.*

Deleting a Group

To delete a group:

1. Right-click the group you would like to delete, and then click the **Delete Group** option from the shortcut menu. *If the group is empty, the group will be deleted. If the group contains contacts, a pop-up window displays, reminding you that deleting a group will delete all contacts within that group.*



Delete Group Pop-up Window

2. Click the **OK** button. *The group and all of the contacts within that group are deleted.*

7. Managing the SoftPhone Settings

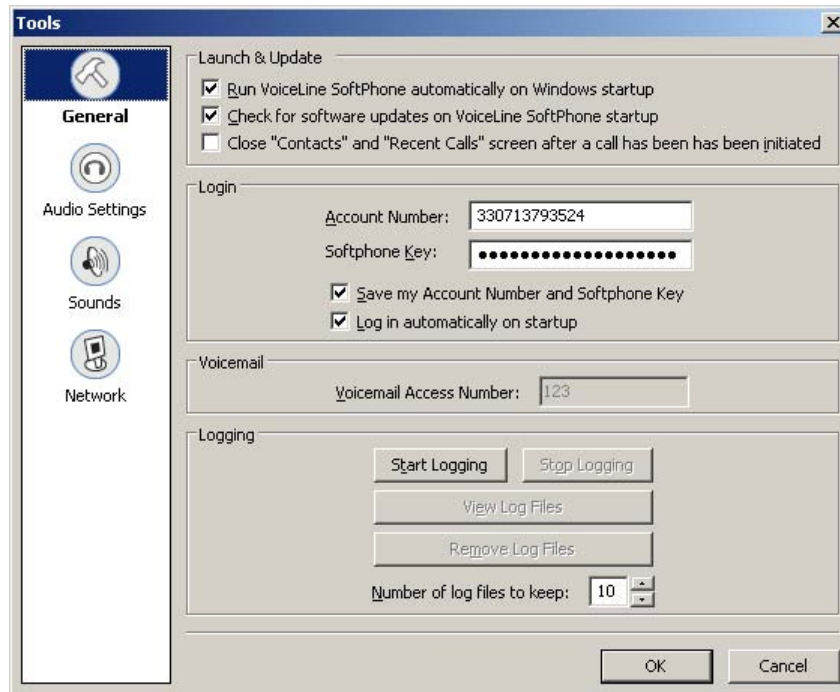
You can define or change settings for your SoftPhone client by clicking the **Tools** button on the client screen or by clicking **File: Tools** from the SoftPhone client menu bar. The Tools window is comprised of four (4) pages:

- ★ General
- ★ Audio Settings
- ★ Sounds
- ★ Network

General Settings

This page displays by default when you click the **Tools** button or **File: Tools** from the SoftPhone client menu bar. It contains launch, update, login, and voicemail settings.

The settings options on this page appear in the table below. If you modify any settings, click the **OK** button to save your changes.



Tools Window – General Settings

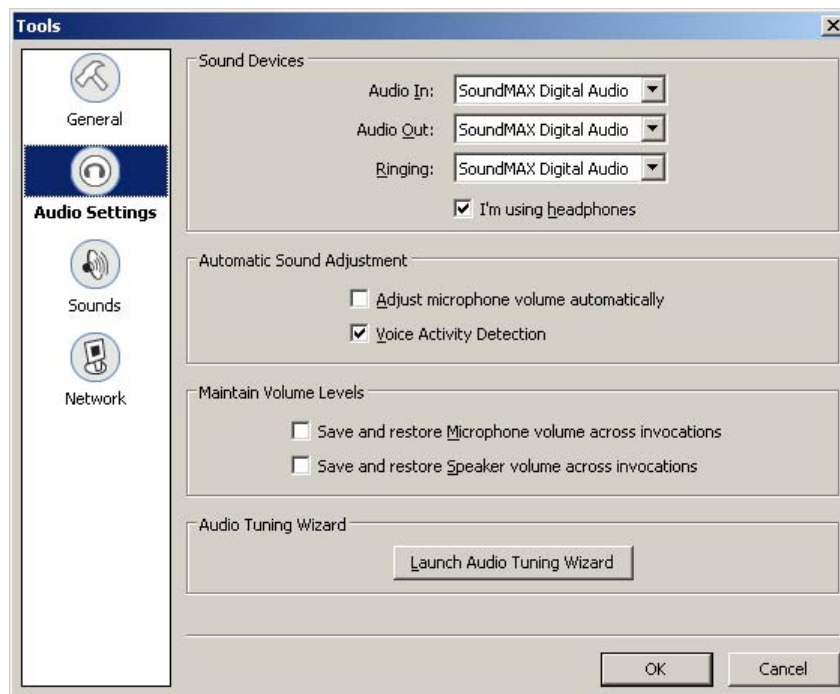
TOOLS – SOFTPHONE SETTINGS PAGE	
LAUNCH & UPDATE	
Run VoiceLine SoftPhone automatically on Windows startup	Click this checkbox to have the SoftPhone launch each time Windows starts up.
Check for software updates on VoiceLine SoftPhone startup	Click this checkbox to automatically check for upgrades to the SoftPhone.
LOGIN	
Account Number	This field contains your SoftPhone account number.

TOOLS – SOFTPHONE SETTINGS PAGE	
PIN	This field contains your SoftPhone PIN.
Save my Account Number and PIN	Click this checkbox to pre-populate the Account Number and PIN fields on the SoftPhone login screen so you don't have to re-enter them each time you log in.
Log in automatically on startup	Click this checkbox if you would like the SoftPhone to log in immediately upon launching.
VOICEMAIL	
Voicemail Access Number	This field contains the phone number used to access the SoftPhone voicemail system.

Audio Settings

This page contains various sound device settings. To access it, click the **Audio Settings** icon on the navigation bar on the left-hand side of the window.

The settings options on this page appear in the table below. If you modify any settings, click the **OK** button to save your changes.



Tools Window – Audio Settings

TOOLS – AUDIO SETTINGS PAGE	
SOUND DEVICES	
Audio In	Displays the sound component used for incoming sounds (i.e., the caller's voice).
Audio Out	Displays the sound component used for outgoing sounds (i.e., your voice).
Ringling	Displays the sound component used for the ringing sound.

TOOLS – AUDIO SETTINGS PAGE	
I'm using headphones	Click this checkbox if you are using headphones when placing and/or receiving SoftPhone calls.
AUTOMATIC SOUND ADJUSTMENT	
Adjust microphone volume automatically	Click this checkbox to enable sound leveling, which automatically adjusts the volume based on your voice.
Voice Activity Detection	Click this checkbox to have the SoftPhone automatically recognize when there is speaking and when there is silence. This will suppress sending unnecessary noise across the telecommunications line.

Sounds Settings

This page contains the settings for playing sounds when certain events take place (e.g., when the SoftPhone launches, etc.). To access it, click the **Sounds** icon on the navigation bar on the left-hand side of the window.

The settings options on this page appear in the table below. If you modify any settings, click the **OK** button to save your changes.



Tools Window – Sounds Settings

TOOLS – SOUNDS PAGE	
Play sounds	Click this checkbox if you would like the SoftPhone to play sounds to alert you when certain events occur.
Play this sound when the VoiceLine SoftPhone starts	Click this checkbox if you would like the SoftPhone to play a sound when the client launches.
Play this sound when I receive a call	Click this checkbox if you would like the SoftPhone to play a sound when you receive an incoming call.
Play this sound when I receive another call while on a call	Click this checkbox if you would like the SoftPhone to play a sound when you receive an incoming call waiting call.

TOOLS – SOUNDS PAGE	
Play this sound when the other party puts a call on hold	Click this checkbox if you would like the SoftPhone to play a sound when the person with whom you are speaking puts a call on hold.
Play this sound when the other party takes a call off hold	Click this checkbox if you would like the SoftPhone to play a sound when the person with whom you are speaking picks up a call that was on hold.
Play this sound before dialing a number	Click this checkbox if you would like the SoftPhone to play a sound when you click the Dial button to place a call.
Play this sound when I hang up a call	Click this checkbox if you would like the SoftPhone to play a sound when you hang up.
Play this sound when I click a button	Click this checkbox if you would like the SoftPhone to play a sound when you click any button on the SoftPhone client window.
Play this sound when the pullout window opens/closes	Click this checkbox if you would like the SoftPhone to play a sound when the Contacts or Recent Calls pullout tabs open or close.

You can remove the checkmark for any events for which you would rather not hear a sound. If you prefer that the SoftPhone not play any sounds at all, remove the checkmark labeled **Play sounds** at the top.

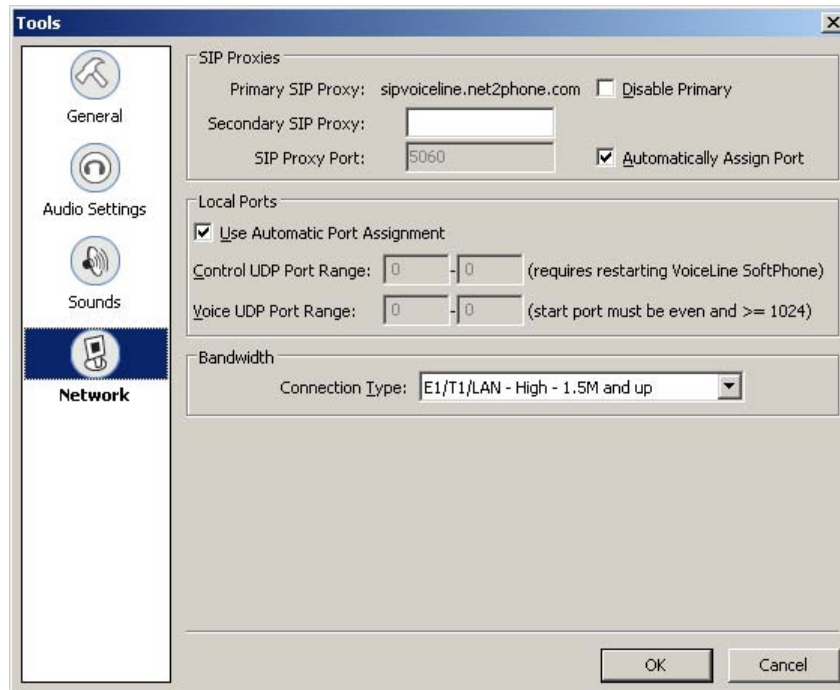
To use the default sound assigned to the event, make sure that the **Default** radio button is selected. To hear the sound, click the red arrow.

If you would prefer to use a different sound for a particular event, click the **Custom** folder for the specific event, and select a sound file that you would like to assign to that event.

Network Settings

This page contains the settings to configure the network for the softphone. To access it, click the **Network** icon on the navigation bar on the left-hand side of the window.

The settings options on this page appear in the table below. If you modify any settings, click the **OK** button to save your changes.



Tools Window – Network Settings



IMPORTANT: Do not edit the settings on the Network page unless you are an advanced computer user or are instructed to do so by a customer support representative.

TOOLS – NETWORK PAGE	
SIP PROXIES	
Proxy Host	This field displays the name of the proxy host(s). If a checkmark appears in the Enable checkbox at left, that proxy host is enabled. You can enter a backup proxy host in the text field beneath the primary proxy host. To enable it, click the Enable checkbox.
Port	This field displays the proxy host port(s). If a checkmark appears in the Enable checkbox at left, that proxy host port is enabled. You can enter a backup proxy host port in the text field beneath the primary proxy host port. To enable it, click the Enable checkbox.
LOCAL PORTS	
Control UDP Port	This field displays the Control UDP port assignment. To assign a different port, enter the port number. To have the port assigned automatically, enter 0 (zero).
Voice UDP Port	This field displays the Voice UDP port assignment. To assign a different port, enter the port number. To have the port assigned automatically, enter 0 (zero).
BANDWIDTH	
Connection Type	This field displays the type of connection being used for the SoftPhone service. To modify it, click the drop-down menu and select a different type.

8. Using the SoftPhone Calling Features

In this chapter, you will learn about each calling feature and how to use it with the SoftPhone service.

- * Call Blocking
- * Call Forwarding
- * Call Return
- * Call Waiting
- * Caller ID/Caller ID Delivery
- * Do Not Disturb
- * Hold
- * Redial
- * Call Transfer
- * Service Interruption Number
- * Voicemail



IMPORTANT: Many of the calling features described in this chapter are activated and deactivated with dialing codes. A dialing code consists of an asterisk followed by two numbers (e.g., *69, *92, etc.) and differs from country to country.

The dialing codes used in this guide are United States codes. For availability of International dialing codes, please check with your Reseller.

Call Blocking

The Call Blocking feature determines which incoming calls you receive by designating certain phone numbers to an "accept" or "reject" list. These lists can be edited from the SoftPhone Account Center Web site.

You can choose to:

- * Receive all calls
- * Receive calls only from phone numbers that appear on a pre-defined list (Call Acceptance List)
- * Block calls only from phone numbers that appear on a pre-defined list (Call Rejection List)
- * Block anonymous calls

The **Your current settings** line displays which call blocking feature, if any, you are using.

Call Blocking Rules

The following rules apply to the Call Blocking features:

- ★ The **Anonymous Call Block** feature supersedes the **Acceptance List**. If an anonymous caller's phone number appears on the **Acceptance List** and the **Anonymous Call Block** feature is enabled, the call will be blocked.
- ★ **Anonymous Call Block** can be activated alone or together with one of the other two call blocking lists (**Blocked List** or **Acceptance List**).
- ★ The **Acceptance List** and **Blocked List** are mutually exclusive; you can enable only ONE of these lists at a time.

Activating/Deactivating from the SoftPhone Client

CALL BLOCKING DIAL CODES SUMMARY

The following table displays the summary of dial codes for the Call Blocking features:

CALL BLOCKING DIAL CODES		
Call Blocking Feature	Activation Code	Deactivation Code
Acceptance List	*64	*84
Blocked List	*60	*80
Anonymous Call Blocking	*77	*87

Before you can activate the Call Acceptance or Call Block features, you must set up the acceptance or blocked lists on the Account Center Web site. For instructions on defining the lists, refer to the [VoiceLine User's Guide](#).

ACTIVATING AND DEACTIVATING CALL BLOCKING

To activate a Call Blocking feature, use your SoftPhone to place a call to the appropriate activation code in the table above.

To deactivate the feature, dial the appropriate deactivation code.

Call Forwarding

With Call Forwarding, you can forward incoming calls to another phone number or to your voicemail. There are three (3) types of calls/situations for which you can set your call waiting preferences:

- ★ All incoming calls
- ★ Unanswered incoming calls
- ★ Incoming calls that hear a busy signal



NOTE: All forwarded calls are subject to calling charges, if applicable.

By default, all call forwarding features, when activated, will forward calls to your Voicemail until you specify a different destination.



IMPORTANT: Calls cannot be forwarded to 911, 611, or any other n11 number.

Activating/Deactivating from the SoftPhone Client

CALL FORWARDING DIAL CODES SUMMARY

The following table contains a summary of the dial codes for each type of Call Forwarding.

CALL FORWARDING DIAL CODES SUMMARY				
Call Forwarding Feature	Activate	Activate & Set the Destination Phone Number	Activate to voicemail	Deactivate
All Calls (Unconditional)	*71	*71 [phone number]	*71123	*73
No Answer	*92	*92[phone number]	*92123	*93
Busy Signal	*68	*68[phone number]	*68123	*88
ALL FEATURES	-	-	-	*91

You can activate the Call Forwarding feature that best suits your needs at any given time. For example, if you only want to forward calls when you are not available to answer after a certain number of rings, you would use the **No Answer** option. Later in the day, if you are going to be unavailable to answer any calls, you may want to activate the **All Calls** option.

When you activate or deactivate a Call Forwarding feature via the SoftPhone interface, the new feature status will be reflected in the Account Center Web site.

ACTIVATING AND DEACTIVATING CALL FORWARDING

To activate a Call Forwarding feature, use your SoftPhone to place a call to the appropriate activation code in the table above.



IMPORTANT: Calls cannot be forwarded to 911, 611, or any other n11 number.

When you activate a Call Forwarding Feature, such as All Calls (Unconditional) Call Forwarding, you may want to confirm that it has been set up properly by calling your SoftPhone phone number to confirm that the call is forwarded to the correct number. If it is not forwarding to the correct number, go to the Account Center Web site and check the number you entered.

To deactivate the feature, dial the appropriate deactivation code above. The ***91** code will deactivate ALL enabled Call Forwarding features.



Forwarded calls will be billed at the standard outbound rate for that destination.



NOTE: When the All Calls Call Forwarding feature is active, it takes precedence over the Call Forward on No Answer feature. All calls will be automatically forwarded according to the All Calls Call Forwarding settings until it is deactivated.

Call Return

The Call Return feature allows you to call the phone number of your last incoming call without having to dial the number. This feature will dial the most recent incoming call, regardless of how the call ended. It will work if you answered the call, if you did not answer the call, or even if it was a Call Waiting call.

If the called party's line is busy, the Call Return feature will attempt to dial the phone number every two (2) minutes for up to 30 minutes. When the phone number you are trying to reach is no longer busy, your phone will ring to alert you. In the meantime, you can continue to make outgoing phone calls.



NOTE: If you use the Call Return feature to call someone who does not use the SoftPhone, it may not be possible to determine that the line is busy. If this happens and the called party does not answer, the Call Return feature will continue to make attempts to dial the phone number.

For example, if the phone rings and you are unable to answer it in time, you can use the Call Return feature to connect to the person who called you. When you activate the Call Return feature, the SoftPhone will attempt to connect to that phone number immediately. If the line is busy, a new attempt will be made every two minutes for up to 30 minutes. Your request ends when one of the following conditions is met:

- ★ The called party answers the call.
- ★ The called party's line rings, and you answer the notification call.
- ★ 30 minutes expires (the clock starts at the first attempt).
- ★ You deactivate the feature.

When one of the above events occurs, no further attempts are made.

You can activate the Call Return feature for up to ten (10) phone numbers. For example, if you have activated the feature for the last incoming call and, in the meantime, you receive another incoming call that you missed, you can activate it for that phone number, as well. If you no longer want those calls to be connected, you can cancel the feature.

Call Return Dial Codes Summary

The following table displays the summary of dial codes for the Call Return feature:

CALL RETURN DIAL CODES	
Action	Dial Code
Dial the phone number of the most recent incoming call.	*69
Deactivate the Call Return feature (once you have activated it for at least one phone number).	*89

Activating Call Return

To call the phone number of the last person who called you:

1. Using the SoftPhone, place a call to ***69**.
You will hear the connection announcement, "You received a call from <phone number> on <day of week>, <month> <date> at <time>. Press 1 to call this party. Otherwise, hang up."
2. Press **1** to activate the Call Return feature.
You will hear the message, "Please hang up, and I will redial your party for 30 minutes and call you back. Thank you."

The SoftPhone attempts to contact that phone number. If the line rings, you will hear a notification ring on your phone.

If the called party's line is busy, the SoftPhone will attempt to contact that phone number every two minutes until the phone number rings or until 30 minutes elapses. When the called party's line rings, you will hear a notification ring on your phone.

3. Answer the SoftPhone.
The called party may already be on the line when you answer the notification ring, so if you hear silence, speak to alert the called party of your presence.



NOTE: If the called party answers but your line is busy or you are unable to answer the notification call, the Call Return is considered complete, and no more attempts will be made to reach the phone number.



NOTE: If the last incoming phone number is "Anonymous" or "Unavailable," the Call Return feature will not be able to dial the number.

Canceling Call Return

To cancel the Call Return feature:

1. Using the SoftPhone client, place a call to ***89**.
You will hear the message, "You have successfully deactivated your active call return requests."
2. Click the **End** button to hang up.
All active Call Return requests are cancelled.

Call Waiting

When you are already on a call, the Call Waiting feature alerts you when a second call comes in and displays the incoming phone number or contact name in a pop-up window. You can then put the first call on hold to speak with the second caller. You can alternate between calls as often as you like, and you can end a conversation with one of the callers and continue speaking to the other caller.

If you decline a Call Waiting call while your current call is in progress, it will be forwarded according to the settings for the Call Forwarding – No Answer feature. You can have the call forwarded to voicemail or to another phone number. Refer to [Call Forwarding](#) for more information.



NOTE: If you answer a call using the Call Waiting feature (so that two calls are active) and another call comes in, that call will get forwarded according to the Call Forward on Busy settings.

Answering a Call Waiting Call

To answer a call during an existing call:

1. When a call is in progress and another caller tries to reach you, a pop-up displays, indicating that another call is on the line. Click the **Accept** button to answer the call.
The first call is placed on hold and you are connected to the second caller.



Incoming Call Notification (From a Contact List Member)

2. To switch back to the first call, click the **Hold** button and then click the blinking **Line** tab that corresponds to the call you would like to resume.



NOTE: While both calls are connected, you can switch between both callers as many times as you like by using the Hold feature.

Caller ID/Caller ID Delivery

With Caller ID, you can find out who is calling before you answer the SoftPhone call, even if you are already on the line. This feature is enabled automatically, so you will see the phone number of the person calling you.

The Caller ID feature also transmits your name and/or phone number to identify you when you make outgoing calls. The Caller ID delivery feature is enabled by default, so anyone you call can see your phone number on his or her Caller ID display (provided that the called party's phone service provider transmits the information to their Caller ID display). You can disable this feature (and hide your phone number to those you call) on a call-by-call basis or for all calls.

If you have multiple phone numbers associated with your account, you can select which number displays to those you call.

Enabling/Disabling from the SoftPhone Client

CALLER ID DELIVER DIAL CODES SUMMARY

CALLER ID DELIVERY DIAL CODES SUMMARY		
FOR ALL CALLS		
If you want to...	Dial	Result
Hide your phone number from your called parties' Caller ID displays for ALL CALLS.	*95	The called party's Caller ID display will be anonymous for this call and all following calls until the feature is enabled again.
Allow all called parties to view your phone number on their Caller ID displays for ALL CALLS.	*96	The system will transmit your phone number to the called party's Caller ID display for every call.
Hide your phone number from your called party's Caller ID display for a SINGLE CALL.	*67 [phone number]	The called party's Caller ID display for the party will be anonymous for this call only. Your phone number will display on the called party's Caller ID display for all following calls.
Allow a called party to view your phone number on his/her Caller ID display for a SINGLE CALL.	*82 [phone number]	The system will transmit your phone number to the called party's Caller ID display for this call only. Your phone number will NOT be transmitted for all following calls.

ENABLING AND DISABLING CALLER ID DELIVERY

The Caller ID feature is automatically enabled for both incoming and outgoing calls. When Caller ID delivery is enabled, the people you call can see your phone number on their Caller ID displays. If you disable Caller ID delivery, the caller ID display of the people you call will read, "Anonymous."

To enable Caller ID delivery, use the SoftPhone to place a call to the appropriate activation code above.

To disable Caller ID delivery, dial the appropriate deactivation code above.

Do Not Disturb

The Do Not Disturb feature blocks all incoming calls and plays an announcement stating that you are unavailable. You can define a special pass code, which is a 4-digit number that callers can use to bypass the Do Not Disturb announcement and complete the call. You can distribute the code to only those callers whose calls you would like to receive while Do Not Disturb is enabled.

When you enable the Do Not Disturb feature, callers will hear the announcement, "The party you have reached at <your SoftPhone number> is not available. Please hold to leave a voicemail message." Callers will then be forwarded to voicemail.

Enabling/Disabling from the SoftPhone Client

ENABLING THE DO NOT DISTURB FEATURE

To enable the Do Not Disturb feature:

1. Using the SoftPhone client, place a call to ***98**.
You will hear the connection announcement, "Press 1 to enable Do Not Disturb. Press 2 to disable Do Not Disturb. Press 3 for Do Not Disturb options."
2. Press **1** to enable the Do Not Disturb feature.
You will hear the message, "Do not disturb has been enabled. Thank You."
3. Click the **End** button to hang up.
All calls will now be blocked and your preset announcement will be played to all incoming callers.

DISABLING THE DO NOT DISTURB FEATURE

To disable the Do Not Disturb feature:

1. Using the SoftPhone client, place a call to ***98**.
You will hear the connection announcement, "Press 1 to enable Do Not Disturb. Press 2 to disable Do Not Disturb. Press 3 for Do Not Disturb options."
2. Press **2** to disable the Do Not Disturb feature.
You will hear the message, "Do Not Disturb has been disabled. Thank you."
3. Click the **End** button to hang up.
All calls are unblocked and will now connect normally to your phone.

Hold

With the Hold feature, you can place a caller on hold and pick it up again at a later time.

Placing a Call on Hold

To place the active call on hold, simply click the **HOLD** button. The Line tab for the active call will flash to signal that it is on hold.

While the call is on hold, the person on the other end of the line will not be able to hear anything you say and you will not hear anything said by the other person.

Picking Up a Call on Hold

To pick up a call that is on hold, click the **HOLD** button again. The Line tab for the call that was on hold will stop flashing.

Redial

The Redial feature allows you to call the last phone number you dialed without having to re-enter the number. This feature will dial the phone number of your most recent outgoing call, regardless of how the call ended. It will work if the call was answered or unanswered.

If the called party's line is busy, the Redial feature will attempt to dial the phone number every two (2) minutes for up to 30 minutes. When the phone number you are trying to reach is no longer busy, your phone will ring to alert you. In the meantime, you can continue to make outgoing phone calls.



NOTE: If you use the Redial feature to call someone who does not use the SoftPhone, it may not be possible to determine that the line is busy. If this happens and the called party does not answer, the Redial feature will continue to make attempts to dial the phone number.

For example, when you dial a number and hear a busy signal, you can use the Redial feature to attempt to connect to that number, as long as it was the last number that you dialed. When you activate the Redial feature, the SoftPhone will attempt to connect to that phone number immediately. If the line is busy, a new attempt will be made every two minutes for up to 30 minutes. Your request ends when one of the following conditions is met:

- ★ The called party answers the call.
- ★ The called party's line rings, and you answer the notification call.
- ★ 30 minutes expires (the clock starts at the first attempt).
- ★ You deactivate the feature.

When one of the above conditions is met, no further attempts are made.

You can activate the Redial feature for up to ten (10) phone numbers. For example, if you have activated the feature for the last outbound call and, in the meantime, you place another outbound call that was also busy or unanswered, you can activate it for that phone number, as well. If you no longer want those calls to be connected, you can cancel the feature.



NOTE: Redial cannot be activated for the following numbers:

- ▶ Numbers outside your regional calling area
- ▶ 411
- ▶ 611
- ▶ 911
- ▶ 900 numbers
- ▶ Toll-free numbers
- ▶ Operator-assisted numbers

Redial Dial Codes Summary

The following table displays the summary of dial codes for the Redial feature:

REDIAL DIAL CODES	
Action	Dial Code
Dial the phone number of the most recent outbound call.	*66
Deactivate the automatic Redial feature (once you have activated it for at least one phone number).	*86

Activating Redial



NOTE: To redial one of previous 10 numbers you have dialed, select the number from the Phone Number pull-down list and click the Dial button.

To redial the last number you called:

- Using the SoftPhone client, place a call to ***66**.
You will hear the connection announcement, "Press 1 to redial [number]."
- Press **1** to activate the Redial feature.
You will hear the message, "Thank you."

The SoftPhone will attempt to contact that phone number. If the line rings, you will hear a notification ring on your phone.

If the called party's line is busy, the SoftPhone will attempt to contact that phone number every two minutes until the phone number rings or until 30 minutes elapses. When the called party's line rings, you will hear a notification ring on your phone.

- Answer the call.
The called party may already be on the line when you answer the notification ring, so if you hear dead air, speak to alert the called party of your presence.



NOTE: If the called party answers but your line is busy or you are unable to answer the notification call, the Redial is considered complete, and no more attempts will be made to reach the phone number.

Canceling Redial

To cancel the Redial feature:

- Using the SoftPhone client, place a call to ***86**.
You will hear the message, "You have successfully deactivated your active redial requests."
- Click the **End** button to hang up.
All active Redial requests are cancelled.

Call Transfer

The Call Transfer feature allows you to forward the current phone call to another phone number or SoftPhone user.

To transfer a phone call:

1. During an active phone call, click the **Xfr** () button to put the SoftPhone into the Transfer mode.



SoftPhone Call Transfer Mode

2. Once the SoftPhone is in Transfer mode, enter the number two which you would like to transfer the call in the **Phone Number** field, and click the **Dial** button.



SoftPhone Call Transfer Mode

The SoftPhone places the current connection on hold, and attempts to connect the call to the transfer number.



SoftPhone Call Transfer on Hold

When the call is connected, the SoftPhone displays a success message.



SoftPhone Call Transfer Success

Conference

The SoftPhone is equipped with a conference call feature, which allows you to conference up to 5 different users onto one phone call.

To create a conference call:

1. During an active phone call, click the next available line (**Line 2**) to place the current call on hold.



Creating a Conference Call with Line 2

2. Enter the number you would like to conference in, and click the **Dial** button.




Creating a Conference Call with Line 2

The SoftPhone attempts to connect to the new number.



Creating a Conference Call with Line 2

3. Once the call is successfully connected, click the **Conf** () button to establish the conference between lines 1 and 2.



Conference Call Established Successfully

To remove any of the callers from the conference, click on the appropriate Line number and click the **End** button.

Service Interruption Forwarding

The Service Interruption Forwarding page allows you to define where you would like incoming calls routed in the event that there is a service interruption. Service interruptions may occur for several reasons, including losing your Internet connection, experiencing a power failure, etc.

Activating/Deactivating from the SoftPhone Client

SERVICE INTERRUPTION FORWARDING DIAL CODE SUMMARY

The following table contains a summary of the dial codes for the Service Interruption Forwarding feature.

SERVICE INTERRUPTION FORWARDING DIAL CODES SUMMARY				
Feature	Activate	Activate & Set the Destination Phone Number	Activate to Voicemail	Deactivate
Service Interruption Forwarding	*74	*74[phone number]	*74123	*75

ACTIVATING AND DEACTIVATING THE SERVICE INTERRUPTION FORWARDING FEATURE

To activate the Service Interruption Forwarding feature, use the SoftPhone to place a call to the appropriate activation code in the table above.

Voicemail

When you are unavailable to answer incoming calls, the voicemail feature allows callers to record messages, which you can then retrieve anytime from any telephone.

Each message can be up to 5 minutes in length, and you have a total of 30 minutes available for all voicemail in your mailbox. If your mailbox is full, a caller who is transferred to your voicemail will hear a message stating that your mailbox is full and will be unable to leave a message.

In this section, you will learn how to:

- * Set up your mailbox by recording your personal greeting or setting the number or rings before unanswered calls are forwarded to voicemail or a pre-set destination number.
- * Listen to your voicemail messages via the SoftPhone, any touch-tone telephone, or the Account Center Web site.
- * Save your voicemail messages.
- * Delete your voicemail messages.

Setting Up Your Mailbox

Your SoftPhone service gives you the option of recording a personal greeting for all calls that go into your voicemail account. You can also adjust the number of rings in which your unanswered calls will go to voicemail.

RECORDING/CHANGING YOUR PERSONAL GREETING

To record a personal greeting:

1. Using the SoftPhone client, place a call to **123**.



TIP: To bypass the voicemail greeting, press 1.

2. Using the Softphone keypad, enter the PIN you were assigned to access the Account Center Web site.
3. Press **2** on the keypad to administer your mailbox.
4. Press **1** to administer your personal greeting.
5. Press **2** to change your greeting.
You will be prompted to record your greeting.
6. Press **1** to listen to your personal greeting.

Key	Action
1	Listen to your greeting.
2	Change your greeting.
3	Delete your greeting and activate the default greeting.
*	Return to main menu.
#	Return to previous menu.

7. When you are satisfied with your greeting, press **3** to accept and activate your greeting.
You will hear the message, "Your personal greeting has been activated."



IMPORTANT: You must accept and activate your personal greeting in order for it to be saved. If you record a greeting and hang up before accepting and activating it, it will be deleted and the previous greeting will be used.

CHANGING THE NUMBER OF RINGS

You can change the number of rings in which a call is forwarded to voicemail according to the Call Forwarding on No Answer settings. The default is six (6) rings, but you can change the number of rings to any number between one (1) and six (6).

From the SoftPhone Client

To change the number of rings:

1. Using the SoftPhone client, place a call to **123**.
You will be connected to the voicemail system, which will prompt you to enter your PIN.



NOTE: To bypass the voicemail greeting, press 1.

2. Using the SoftPhone keypad, enter the PIN you were assigned to access the Account Center Web site.
3. Press **2** on the keypad to administer your mailbox.
4. Press **2** to administer the number of rings.
5. Press **2** to change the number of rings.
You will hear the message, "Please enter the number of rings after the beep."
6. Using your keypad, press the key representing the number of rings you would like, from 1 to 6.
7. Press **1** to confirm the number of rings.



IMPORTANT: You must direct the voicemail system to keep the number of rings you indicated in order for it to be saved. If you do not choose to keep the number of rings, the setting will not be changed.

Listening to Your Voicemail Messages

LISTENING FROM THE SOFTPHONE CLIENT

To listen to your voicemail messages from the SoftPhone client:

- Using the SoftPhone client, place a call to **123**.
You will be connected to the voicemail system.



NOTE: To bypass the voicemail greeting, press **1**.

- Press **1** on the keypad to hear your messages.
The system will announce how many new and saved messages you have in your mailbox. If you have messages, you will hear the date and time each message was left.
- Press **1** to listen to the message.
- Press **2** to save the message or press **3** to delete the message.
The system announces the date and time of any other new or saved messages.

Key	Action
1	Listen to your greeting.
2	Save the message.
3	Delete the message.
*	Return to main menu.

- Follow the voice prompts to continue listening to, saving, and/or deleting your messages.
- When you are done listening to your messages, click the **End** button to hang up.

10. Troubleshooting

The Troubleshooting chapter contains the following sections:

- * SIP Response Codes
- * Firewall Settings
- * Sound and Audio Settings

SIP Response Codes

SIP Response	Response Text	Client Message	Client Text
400	Bad Format	M1	Your call cannot be completed. Please check with your service representative for help.
401	Unauthorized	<i>None</i>	<i>See RFC3261 for required response</i>
402	Payment Required	M2	You do not have enough funds in your account to make this call.
403	Forbidden	M3	Your call cannot be completed. Please check your account number and PIN and try again.
404	Not Found	M4	You dialed an invalid or unauthorized number. Please check the number and dial again.
405	Method Not Allowed	M1	Your call cannot be completed. Please check with your service representative for help.
406	Not Acceptable	M1	Your call cannot be completed. Please check with your service representative for help.
407	Proxy Authentication Required	<i>None</i>	<i>See RFC3261 for required response</i>
408	Request Timeout	M9	Your call cannot be completed at this time. Please try again later.
415	Unsupported Media Type	M1	Your call cannot be completed. Please check with your service representative for help.
423	Interval Too Brief	M1	Your call cannot be completed. Please check with your service representative for help.
480	Temporarily Unavailable	M5	Your call was not completed. Please check the number and try again later.
481	Call Leg Does Not Exist	<i>None</i>	<i>See RFC3261 for required response. Indicates a race condition on a BYE or reINVITE request. Should not occur on an original INVITE request.</i>
482	Loop Detected	M4	You dialed an invalid or unauthorized number. Please check the number and dial again.
483	Too Many Hops	M4	You dialed an invalid or unauthorized number. Please check the number and dial again.
484	Address Incomplete	M4	You dialed an invalid or unauthorized number. Please

SIP Response	Response Text	Client Message	Client Text
			check the number and dial again.
485	Ambiguous	M4	You dialed an invalid or unauthorized number. Please check the number and dial again.
486	Busy Here	M7	The phone number you called is busy. Please try again later.
487	Request Cancelled	M9	Your call was cancelled
488	Not Acceptable Here	M4	You dialed an invalid or unauthorized number. Please check the number and dial again.
491	Request Pending	M9	Your call cannot be completed at this time. Please try again later.
493	Undecipherable	M1	Your call cannot be completed. Please check with your service representative for help.
501	Not Implemented	M1	Your call cannot be completed. Please check with your service representative for help.
502	Bad Gateway	M8	Your call cannot be completed at this time. Please try again.
503	Service Unavailable	M9	Your call cannot be completed at this time. Please try again later.
504	Server Time-out	M8	Your call cannot be completed at this time. Please try again.
505	Version Not Supported	M1	Your call cannot be completed. Please check with your service representative for help.
513	Message Too Large	M1	Your call cannot be completed. Please check with your service representative for help.
600	Busy Everywhere	M8	Your call cannot be completed at this time. Please try again.
603	Decline	M4	You dialed an invalid or unauthorized number. Please check the number and dial again.
604	Does Not Exist Anywhere	M4	You dialed an invalid or unauthorized number. Please check the number and dial again.
606	Not Acceptable	M4	You dialed an invalid or unauthorized number. Please check the number and dial again.

Firewall Settings

If you experience problems connecting to the SoftPhone, it may be because a firewall on your PC is blocking some outgoing TCP ports. To correct this, you must open a particular port or port range.

Refer to the appropriate section below to adjust your firewall settings:

- ★ Windows XP SP Firewall
- ★ Norton Internet Security
- ★ Zone Alarm Pro
- ★ McAfee Security Center

Windows XP SP Firewall

1. Click the **Start** button, and select **Control Panel**.
2. Double-click **Windows Firewall**.
The Windows Firewall window opens and displays the General tab.
3. Make sure that the **Don't allow exceptions** checkbox is NOT selected. If it is, click the checkbox to deselect it.
4. Click the **Exceptions** tab.
5. If it is not already selected, designate the SoftPhone as one of the allowed applications.
 - If the SoftPhone is in the list of **Programs and Services**, make sure that the checkbox is selected.
 - If the SoftPhone is NOT in the list:
 - ♦ Click the **Add Program** button.
 - ♦ In the Add a Program window, select **SoftPhone**, and click the **OK** button.
 - ♦ In the **Exceptions** tab of the Windows Firewall window, click **SoftPhone** so a checkmark appears.

Try using the SoftPhone again to see if this corrected the problem.

Norton Internet Security

1. Open Norton Internet Security.
2. On the Status & Settings page, click **Personal Firewall**.
3. On the right side of the page, click the **Configure** button.
The Personal Firewall window displays.
4. Click the **Programs** tab.
5. In the list of programs at the bottom of the window, click the **SoftPhone** line.
6. In the SoftPhone **Internet Access** column, click the drop-down button and select **Permit All**.
7. Click the **OK** button.

Try using the SoftPhone again to see if this corrected the problem.

Zone Alarm Pro

1. Open Zone Alarm Pro, and click **Program Control** in the sidebar menu on the left-hand side of the window.
2. Click the **Programs** tab; scroll down the list of programs, and then click **SoftPhone**.
3. In the SoftPhone **Server Trusted** column, right-click and select **Allow**.
4. In the SoftPhone **Send Mail** column, right-click and select **Block**.
The SoftPhone line should display four green checkmarks (under Access Trusted, Access Internet, Server Trusted, and Server Internet) and one red "x" (under Send Mail).
5. Close the Zone Alarm Pro window.

Try using the SoftPhone again to see if this corrected the problem.

McAfee Security Center

1. Open McAfee Security Center, and click the **Personal Firewall** tab on the left-hand side of the window.
2. Click **View the Internet Applications List**.
3. In the list of applications, click **SoftPhone**.
4. In the **Change permission to** section, select **Allow Full Access**.
5. Close the Zone Alarm Pro window.

Try using the SoftPhone again to see if this corrected the problem.

Sound and Audio Settings

Accessing Your Audio Settings

To access your audio settings:

1. Click the **Start** button, and select the **Settings** menu option.
2. Click **Control Panel**.
The Control Panel window displays.
3. In the Control Panel window, click **Sounds and Audio Devices**.
The Sounds and Audio Devices Properties window displays.

Changing Your Playback Settings

1. Click the **Audio** tab.
The Audio tab displays.
2. In the **Sound playback** section, click the **Default device** drop-down menu and select the device the SoftPhone uses.
3. In the **Sound playback** section, click the **Volume...** button.
The Volume Control window displays.
4. Click the **Options** menu, and select **Properties**.
The Volume Properties window displays.
5. In the **Show the following volume controls** section, make sure that all items have a checkmark.
6. Click the **OK** button.
7. In the Microphone section of the Volume Control window, make sure that the **Mute** checkbox has a checkmark.
8. Make sure all other volume controllers DO NOT have a checkmark in the **Mute** checkbox.
9. Click the **Options** menu, and select **Exit**.

Changing Your Recording Settings

1. In the **Sound recording** section, click the **Default device** drop-down menu and select the device the SoftPhone uses.
2. Click the **Volume...** button.
The Recording Control window displays.
3. Click the **Options** menu, and select **Properties**.
The Properties window displays.
4. In the **Show the following volume controls** section, make sure that all items have a checkmark.
5. Click the **OK** button.
6. In the Microphone section of the Recording Control window, make sure that the **Select** checkbox has a checkmark.
7. Click the **Options** menu, and select **Advanced Controls**.
8. Click the **Advanced** button in the Microphone section.
The Advanced Controls for Microphone window displays.
9. In the **Other Controls** section, make sure the **MIC Boost** checkbox DOES NOT have a checkmark.

10. Click the **Close** button.
The Recording Control window returns.

11. Click the **Options** menu, and select **Exit**.

Try using the SoftPhone again to see if this corrected the problem.

If you continue to experience problems with the microphone, continue to the next section.

Changing Your Microphone Settings

1. Click the **Start** button, and select **Programs: Accessories: Entertainment: Sound Recorder**.
The Sound Recorder window displays.
2. Use your microphone to record a test message, and then play it back.
 - If you can hear your recording, make sure that the SoftPhone is using the default audio device. Refer to [Audio Settings](#) for more information.
 - If you cannot hear your recording, go to the **Sounds and Audio** section of the Control Panel, and adjust the microphone settings.

Adjusting Your Microphone for Too Much Background Noise

If you're having problems with too much background noise being picked up by your microphone, follow the steps below to make the necessary adjustments. Each step should be followed in the specified order, but you may stop at any time if you feel your problem has been resolved.

1. Make sure your microphone is properly plugged into the back of your PC. A microphone that is not plugged in properly can cause unwanted noise and degradation in voice quality.
2. On the SoftPhone, click the **Tools** button and click the Audio Settings icon on the navigation bar on the left-hand side of the window. Remove the checkmark from the **Adjust microphone volume automatically** checkbox.
3. Now you will be able to adjust the microphone volume manually through the dialer controls at the bottom of the client screen. Adjust the **Mic** volume up or down until you achieve the desired results.

If your problems still persist after having followed the above steps, contact our customer service support team.

11. Appendix

SoftPhone Dial Codes

This section contains the service codes that you dial when activating and deactivating some of the calling features. The codes displayed are both US and international dial codes.

SOFTPHONE DIAL CODES			
Feature		Use	Dial
Call Blocking	Anonymous Call Rejection	Activate	*77
		Deactivate	*87
	Selective Call Acceptance	Activate	*64
		Deactivate	*84
	Selective Call Rejection	Activate	*60
		Deactivate	*80
Call Forwarding	All Calls	Activate	*72
		Deactivate	*73
	All Calls—Splash Tone Notification	Activate	*08
		Deactivate	*09
	Busy Signal	Activate	*68
		Deactivate	*88
	No Answer	Activate	*92
		Deactivate	*93
All Calls, No Answer, Busy	Deactivate	*91	
Call Return	Single Call	Invoke	*69
		Cancel	*89
Call Waiting	Single Call	Deactivate	*70
	Permanent	Enable/Disable	*00
Caller ID Delivery	All Calls	Hide	*95
		Display	*96
	Single Call	Hide	*67
		Display	*82
Do Not Disturb	All Calls	Enable/Disable	*98
Redial	Single Call	Invoke	*66
		Cancel	*86
Service Interruption Forwarding	All Calls	Activate	*74
		Deactivate	*75
VoiceMail	Single Call	Access	123

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