IP Office Release 6

IP Office Softphone User Guide

Issue 01a - (28 January 2010)

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Documentation information
For the most current versions of documentation, go to the Avaya Support web site (http://www.avaya.com/support) or the IP Office Knowledge Base (http://marketingtools.avaya.com/knowledgebase/).

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Contents

1. Introduction

1.1 IP Office Application mode 8

2. Installation and Setup

2.1 Getting Ready 10
2.2 Installing IP Office Softphone 10
2.3 IP Office Softphone Login 11
2.4 Troubleshooting 12

3. Using the IP Office Video Softphone

3.1 Starting the IP Office Softphone 14
3.2 Shutting Down 14
3.3 The IP Office Softphone Windows 14
3.4 Placing a Call 16
3.5 Placing Another Call 17
3.6 Ending a Call 17
3.7 Handling Incoming Calls 18
3.8 Auto Answer 18
3.9 Handling an Established Call 19
3.10 Transfering a Call 20
3.11 Handling Video Calls 22
3.12 Voicemail 23
3.13 Conference Calls 23

4. Contacts, History, Directory and Features

4.1 Contacts Tab 27
4.1.1 Managing Contacts and Groups 28
4.1.2 Using Contacts 30
4.2 History Tab 31
4.3 The Directory Tab 32
4.4 Features Tab 34

5. Configuring Preferences

5.1 Application 36
5.2 Alerts & Sounds 37
5.3 Devices 38
5.3.1 HID Devices: USB Device Button Setup 40
5.4 Network 41
5.5 Video Codecs 42
5.6 Call Automation 43
5.7 Advanced 44

6. Appendix: Application Hot Keys

Index 47

Chapter 1.
Introduction

1. Introduction

The IP Office Softphone from Avaya enables you to make voice and video phone calls using SIP-based standards.

Standard Telephone Features

The Avaya IP Office Softphone has all standard telephone features, including:

- Call display and Message Waiting Indicator (MWI).
- Speakerphone and Mute.
- Redial, Hold, Do Not Disturb
- Call history – list of received, missed, and dialed calls.
- Access to IP Office directory
- Call forward.
- Call transfer.

Enhanced Features and Functions

The IP Office Softphone also supports the following features and functions:

- Video
- Support for several languages in addition to English: French, German, Italian, Portuguese, and Spanish.
- Contact list containing the individual user's contacts
- Directory containing names from central and personal IP Office directory.
- Automatic detection and configuration of audio and video devices.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for DTMF (RFC 2833, inband DTMF or SIP INFO messages).
- Support for the following audio codecs: G.711, G.723.1, G.729a
- Support for the following video codecs: H.263, H.263+, H.264
- Compliance to 3261 SIP standard.
- Support for these firewall traversal solutions: STUN, TURN, or ICE.

1.1 IP Office Application mode

For users of IP Office productivity applications such as one-X Portal for IP Office, IP Office Softphone can be used with the application.

For all standard calls, with IP Office Softphone minimized to the system tray, the user can answer, make and terminate calls using the one-X Portal for IP Office. All the one-X Portal for IP Office features like centralized call log and busy lamp are available to the user. A user can pre-select to accept audio calls or select calls as Video calls when receiving and making calls from an application like one-X Portal for IP Office.

This mode is not covered in detail in this manual, please refer to the user manual of the productivity application like one-X Portal for IP Office.

Chapter 2.
Installation and Setup

2. Installation and Setup

2.1 Getting Ready

SIP Account Information

You will need the following information:

- User name and password
- Login Server (IP Office)

If you have not been provided this data, please contact your IP Office administrator for the details.

System Requirements

Processor	• Minimum: Pentium 4 2.4 GHz or equivalent. • Optimal: Intel Core 2 Duo or equivalent, Video Card with DirectX 9.0c support.
Memory	• Minimum: 1 GB RAM • Optimal: 2 GB RAM
Hard Disk Space	• 50 MB
Operating System	• Microsoft Windows XP Service Pack 2 • Microsoft Windows Vista, 32-bit and 64-bit arch • Microsoft Windows 7
Additional	• Microsoft Windows Installer 3.1 • Microsoft .NET 3.5 SP1 • Microsoft VC 9.0 Runtime Service Pack 1 Note that the installer will take care of installing those if you do not have them.
Connection	• IP network connection (broadband, LAN, wireless)
Sound Card	• Full-duplex, 16-bit or use USB headset

- Microsoft Internet Explorer 6.0 or later.

Multimedia Device Requirements

The IP Office Softphone requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- USB multimedia headset
- USB phone.

HID-compliant devices can be configured to work with the IP Office Softphone to support e.g. hook-switch functionality.

Video Cameras

Calls made with the IP Office Softphone will work without a video camera, but a video camera is necessary to allow other parties to see your image. The IP Office Softphone will work with most USB video cameras.

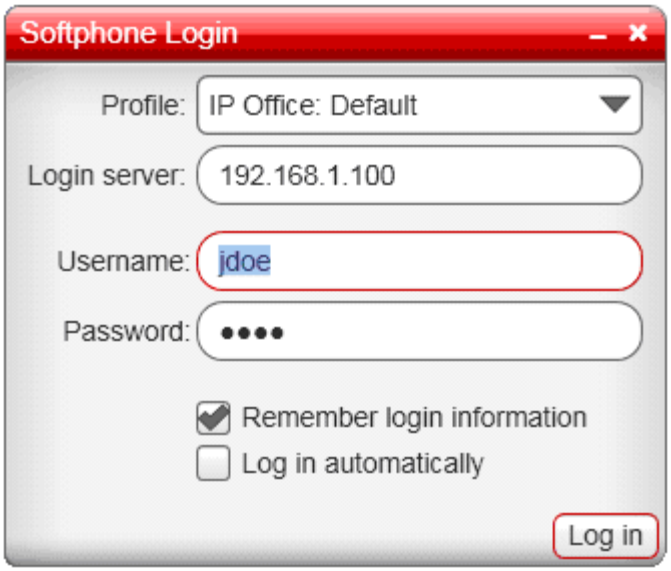
2.2 Installing IP Office Softphone

Run the IP Office Softphone installer and follow the prompts in the install wizard.

To start the softphone, select Launch the IP Office Softphone or use the Windows Start menu or double-click the desktop icon.

2.3 IP Office Softphone Login

The Softphone Login window appears once the IP Office Softphone has been started.



Enter your user name, password and login server into the corresponding fields. Select the bandwidth profile for your network.

- Standard setting should be “default” to let IP Office select the best available transmission rate.
- Select Low Bandwidth if you are working e.g. remote or at a location, were bandwidth is limited.
- Selected High Bandwidth only, if you are sure that you are connected to a network with no bandwidth limitation.

Selecting the Login automatically option will allow you to skip the login process the next time you start the IP Office Softphone.

2.4 Troubleshooting

The IP Office Softphone includes three tools for helping you troubleshoot problems:

- You can verify that your microphone, speakers and camera are working and can set the volume to a comfortable level without having to actually place a phone call.
- You can verify that you are successfully connected to the network.
- While you are on a phone call, you can test the quality of the audio. Note that to perform a valid test, you should be on an established call (not a call attempt).

Note: Audio quality is dependent on several parameters that IP Office Softphone can not completely influence. When troubleshooting, please also take those parameters into account:

A. Network quality:

   a. If audio problems occur, try to select the "Low Bandwidth" setting when login into IP Office Softphone. The softphone will then use bandwidth efficient transmission of audio streams.

   b. If using Video, select a lower video resolution in Softphone > Preferences > Network tab. Also, try to use the H.264 Codec instead of H.263 if possible (for settings please see Network 41 and Video Codecs 42)

   c. Refrain from using video

B. Competing processes and resources
While every possible attempt has been taken to give IP Office Softphone priority over other applications, there is a chance that those applications, e.g. Virus scan software, can impact performance from the softphone, The following actions can be taken.

   a. Close unused applications to e.g. avoid memory swapping

   b. Postpone activities like virus scans to a time when IP Office Softphone is not needed

   c. Use a single screen PC, not dual monitor if possible.

   d. Parallel usage of other communication tools, like e.g. NetMeeting for application sharing can impact voice-quality, especially if used with a low-bandwidth network. If audio quality issues appear, refrain from using other communication applications

Chapter 3.

Using the IP Office Video Softphone

3. Using the IP Office Video Softphone

3.1 Starting the IP Office Softphone

If the IP Office Softphone is not already running, start it as you would any other program: Use the Windows Start menu or double-click the desktop icon. The IP Office Softphone appears.

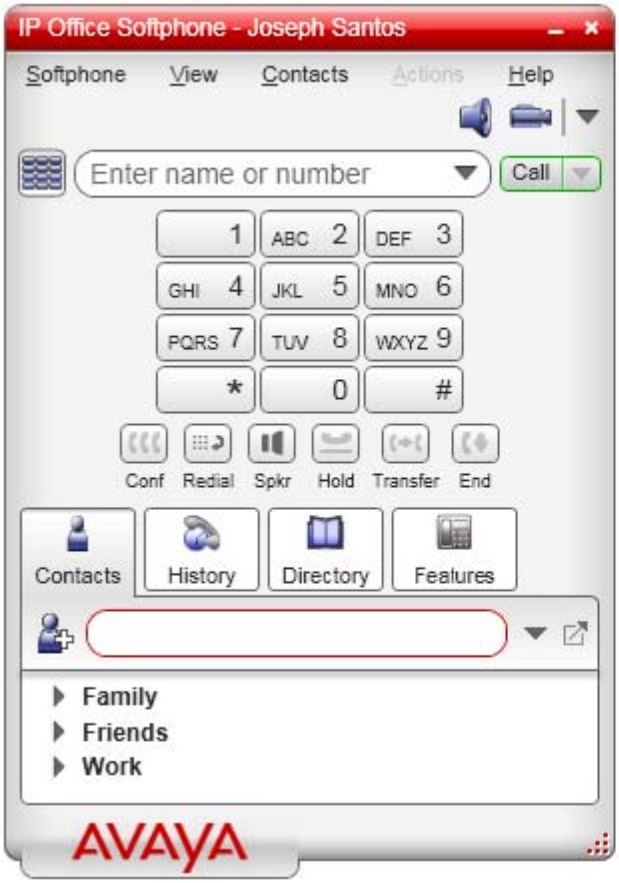
3.2 Shutting Down

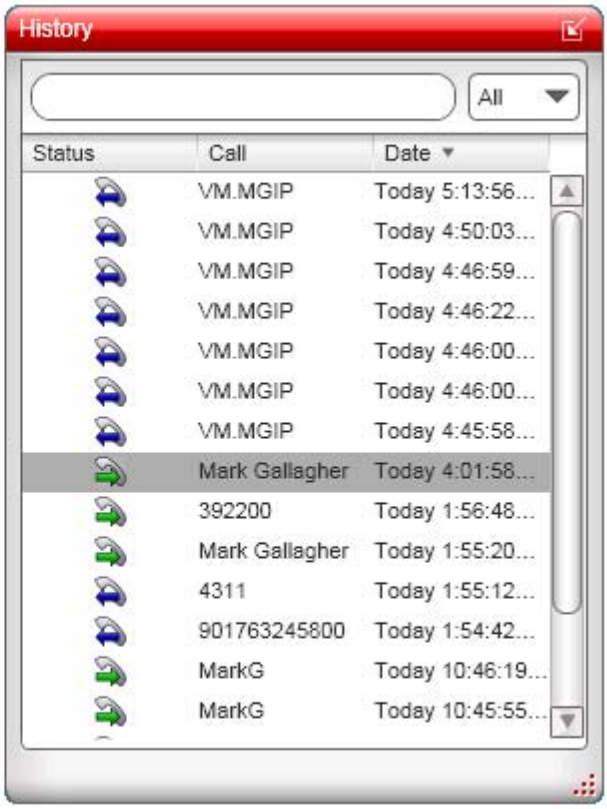
To shut down the IP Office Softphone, either select Softphone > Exit or press Ctrl-Q.

- Note that clicking the icon on the softphone title bar minimizes the IP Office Softphone to the system tray; it does not exit the IP Office Softphone.

3.3 The IP Office Softphone Windows

You can arrange the IP Office Softphone window to suit your needs, showing or hiding many of the controls.





- Show / Hide the dial pad.
  You can type numbers and names directly into the call entry field or you can show and use the on screen dial pad.

  - In Call Control Buttons
    These button appear below the dial pad when it is shown. To show or hide them select Softphone > Preferences > Application > Display on-call buttons on dialpad.

- View Menu Options
  The view menu provides the following options:

  - Show Contacts and History
    Show or hide the Contacts 27, History 31, Directory 32 and Features 34 tabs.

    - Detach / Reattach Tabs
      When displayed, you can use these icons to select whether each tab appears as part of the main windows or as a separately sizeable and positionable window.

  - Always on Top
    Set the IP Office Softphone to remain on top of other application windows.

- Zoom
  Change the size of the text and controls used in the IP Office Softphone windows.

- Minimize to the system tray
  Run the IP Office Softphone as an icon in your Windows system tray (normally bottom right of your Windows desktop). To reopen IP Office Softphone double click on that icon.
  - While minimized to the system tray, you can use the popup alerts to handle incoming calls. Select Softphone > Preferences > Alerts & Sounds > Enable alert displays to switch alerts on or off.
  - Alternatively minimize the IP Office Softphone to the system tray if you want to use another IP Office application such as the one-X Portal for IP Office to make and answer your calls.

- Minimize to taskbar
  Minimizes the IP Office Softphone to the Windows taskbar. If you exit when the IP Office Softphone is minimized; the IP Office Softphone will start as minimized next time .

- Close the IP Office Softphone
  To close the IP Office Softphone select Softphone > Exit.

- Speaker / Headset Mode
  Switch between headset and PC speaker modes.

- Voicemail
  Click to access your voicemail mailbox. You need the dialpad visible in order to drive the mailbox prompts.

- Missed Calls
  Shows the number of missed calls records that you have. Click to jump to the display of your missed calls history.

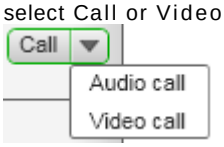
- Show / Hide the Video Window

3.4 Placing a Call

The simplest method to make a call is to enter the name or number into the call entry field. As you enter the name or number, matches from your Contacts and History are shown and can be selected to complete the name or number.

Click ✕ to clear the entry or Call to make the call.

You can also click on the ▼ down arrow icon and select Call or Video Call.



There are many ways in which you can select or enter a number and then make a call. They are outlined in the table below. Once started, the outgoing call opens in its own call panel within the main IP Office Softphone window. You will hear a ringing tone while the IP Office Softphone attempts to make a connection.

How	From the...	Description
Keying	Dialpad or computer keyboard	1. Enter the number or address in the call entry field using the dialpad or the computer keyboard • As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing. 2. Click the Call button or press Enter.
Drag-and-drop contact or previous call	Contacts or History tab	Drag an entry from the Contacts or History tab. If the tab contains lots of contacts, first search or filter the list.
Right-click a contact or previous call	Contacts or History tab	Right-click an entry from the Contacts or History tab and choose Call. If the tab contains lots of entries, first search or filter the list.
Double-click a contact	Contacts tab	Contacts have a "double-click" action that either makes an audio phone call. Each contact can be configured separately for this action.
Double-click a previous call	History tab	Double-click an entry. An audio call is placed.
Redial	Redial button	• When the call entry field is empty, click the Call button. The last number dialed is shown. Click Call again to call it. • Or click the ▼ down arrow in the call entry field and select a recent call.
Dialing	Dialpad	1. If the dialpad is not visible, click the Show / Hide dialpad button. 2. Click the numbers on the dialpad to enter the phone number. 3. Click the Call button or press Enter.

3.5 Placing Another Call

To place a new call without hanging up on the current call, simply place a call 16 in the normal way. A second call panel appear below the existing call and the existing call is automatically put on hold.

Switch between the different calls by clicking Resume on the desired call panel. That call becomes the active call and all other calls are on hold.

3.6 Ending a Call

Click the End button on the call panel (the call can be active or on hold). The call panel closes after a few seconds.

3.7 Handling Incoming Calls

As soon as an incoming call is received, a call panel appears, showing information about the call. In addition, call alert boxes appear even if IP Office Softphone is minimized.

IP Office Softphone showing an incoming call.

Incoming call alert for audio only.

Incoming call alert with video.

Action	From the...	Description
Answer	Call panel or Call Alert box	Click Answer. Or press Enter (on the keyboard), if the IP Office Softphone is the active application. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller.
Forward	Call panel	Click Forward; a call entry field appears. Enter the name or number to forward to and click Forward Now.
Decline	Call panel or Call Alert box	Click Decline. There will be a busy signal.
Video	Call panel or Call Alert box	The caller wants to include video. Click to answer a video call and start sending your video immediately
Audio	Call panel or Call Alert box	The caller wants to include video. Click to answer without video; if you want (and if you have a camera), you will be able to add video later.

3.8 Auto Answer

To turn auto-answer off and on, in the Call panel click ▼ and select Auto Answer. The ⚡ icon is shown when auto answer is on..

Auto answer is initially configured to auto-answer after one ring, and to send only your audio when the call is established. To change this configuration choose Softphone > Preferences > Call Automation 43.

Auto answer is automatically turned off when you shut down.

3.9 Handling an Established Call

While the call is in progress details of the call are displayed in a call panel.

You can use the icons and buttons within the panel to control the call.

- Change the Volume: Click .
- Mute the Call: Click .
- Hold the Call: Click Hold. To take the call back off hold click Resume.
- Transfer the call: Click .
- Add video: Click . To switch back to audio only click .
- End the Call: Click End.

3.10 Transfering a Call

Basic (Unattended) Transfer – Transfer this Call

You can transfer a call to any number without first speaking to the other person.

1. While connected to the call that you want to transfer, click on the transfer icon.

2. The call is put on hold. Below the call details enter the name or number for the transfer destination and

3. Click on Transfer Now. A call is placed to the transfer destination.

4. To complete the transfer without waiting for the call to be answered click on End.

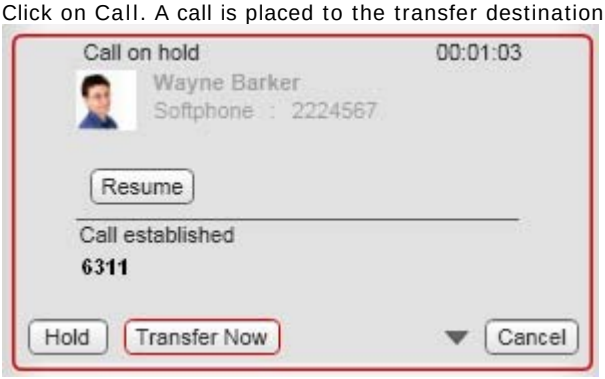
Attended Transfer – Call then Transfer

You can first speak to the target (the person you are transferring the call to).

1. While connected to the call that you want to transfer, click on the transfer icon.

2. The call is put on hold. Below the call details enter the name or number for the transfer destination and

3. Click on Call. A call is placed to the transfer destination.



4. If the call is not answered or the transfer destination doesn't want the call, click Resume to return to the held call. To complete the transfer click Transfer Now.

3.11 Handling Video Calls

Placing a Video Call

You can start a call with video. See the table.

How	From the...	Description
Keying	Dialpad or computer keyboard	1. Enter the number or address in the call entry field using the dialpad or the computer keyboard • As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing. 2. Click the ▼ arrow beside the Call button and choose Video call.
Right-click a contact or previous call	Contacts or History tab	Right-click an entry from the Contacts or History tab and choose Video Call.

Adding Video

If you have a camera, you can click Start Video to add video to an established call. When you add video, the other party may (or may not) start sending their video to you.

Other Party Adds Video

If the other party starts their video, your video window automatically opens and the video is played. You can start sending your own video, if desired (and assuming you have a camera) by clicking Start Video.

Pausing and Resuming Video

Click Stop Video or close the video window to pause sending your video.

Click Start Video to resume sending your video; the video window will open.

Click to show or hide your video window (this does not stop the video).

3.12 Voicemail

You can click the icon to automatically connect to voicemail and listen to your messages.

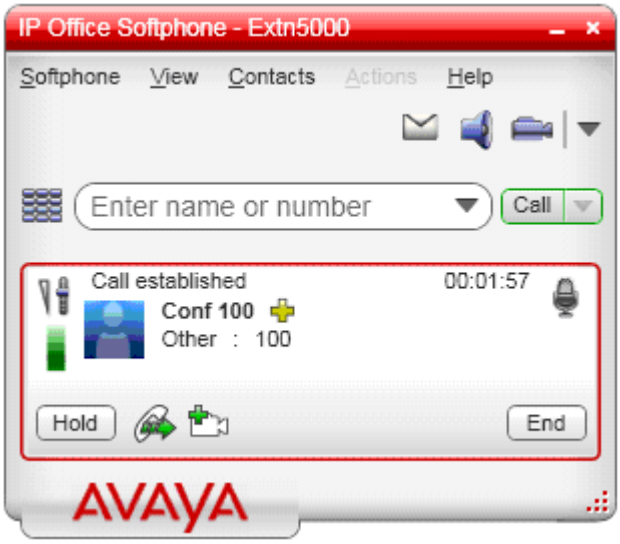
You will need to have the dialpad visible in order to move around the mailbox options. Click on the Dialpad icon if the dialpad is not already displayed.

3.13 Conference Calls

Starting a Conference Call

You can conference 2 separate calls together once both calls are established 17. In the current call click on and select Merge Calls (or in the dialpad click on the Conf button if shown

IP Office Softphone with multiple calls in progress.



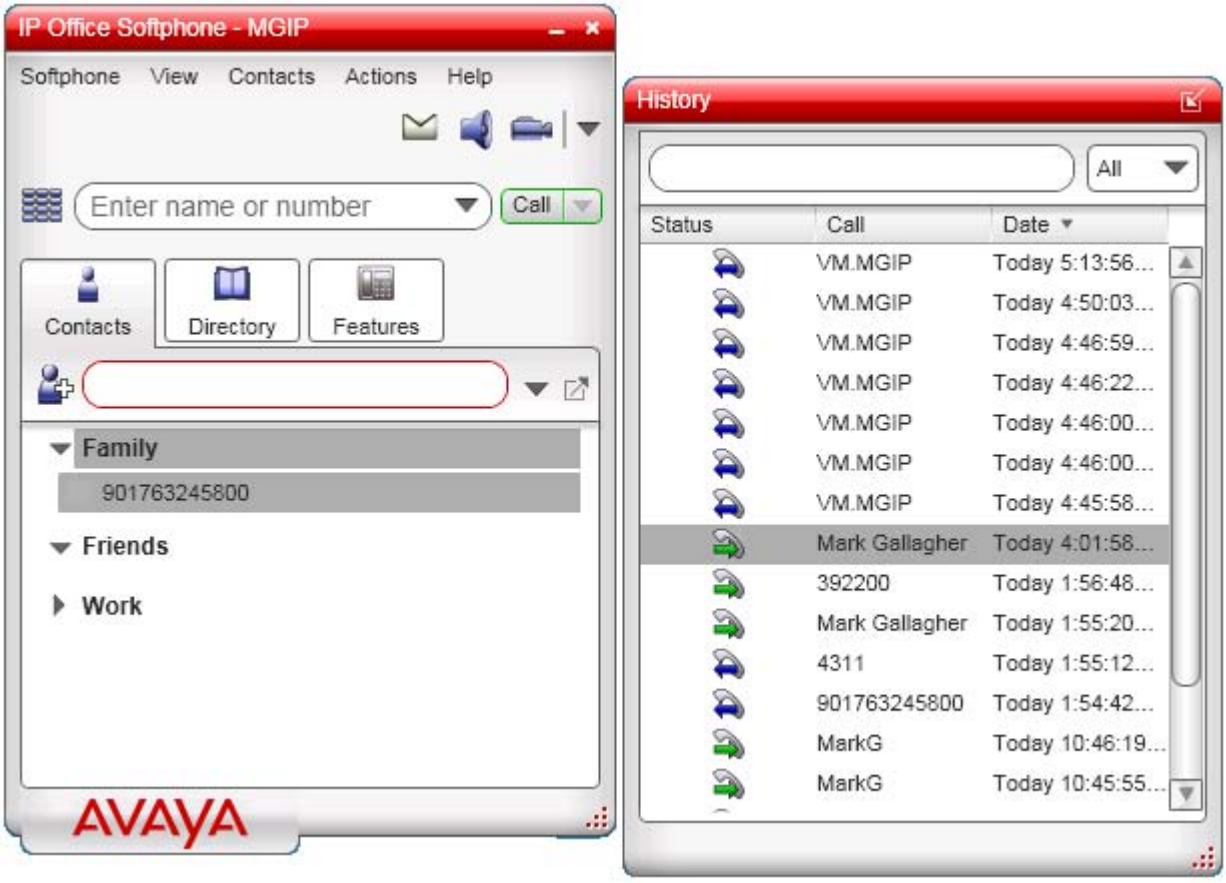
IP Office Softphone with the same calls merged into a conference.

Chapter 4.

Contacts, History, Directory and Features

4. Contacts, History, Directory and Features

There are a set of additional tabs that can be displayed either as part of the main IP Office Softphone display or as separate floating windows.



IP Office Softphone with the tabs displayed at the bottom and one tab detached.

The tabs are:

- Contacts 27
  A directory of contacts stored by IP Office Softphone.
- History 31
  Details of your calls made, received and missed while IP Office Softphone is running.
- Directory 32
  A directory of contacts supplied by the IP Office telephone system.
- Features 34
  A set of 12 clickable buttons each of which can be assigned to a specific IP Office feature.

Detaching a Tab

1. Select the tab.
2. Click on the icon. The tab is changed to be a separate floating window which you can move, resize and position separately from the main IP Office Softphone window.

Reattaching a Tab

1. Click on the icon at the top right of the floating window.

Showing/Hiding the Tabs

The set of tabs can be hidden when not required. This option affects all the tabs and includes tabs that have been detached.

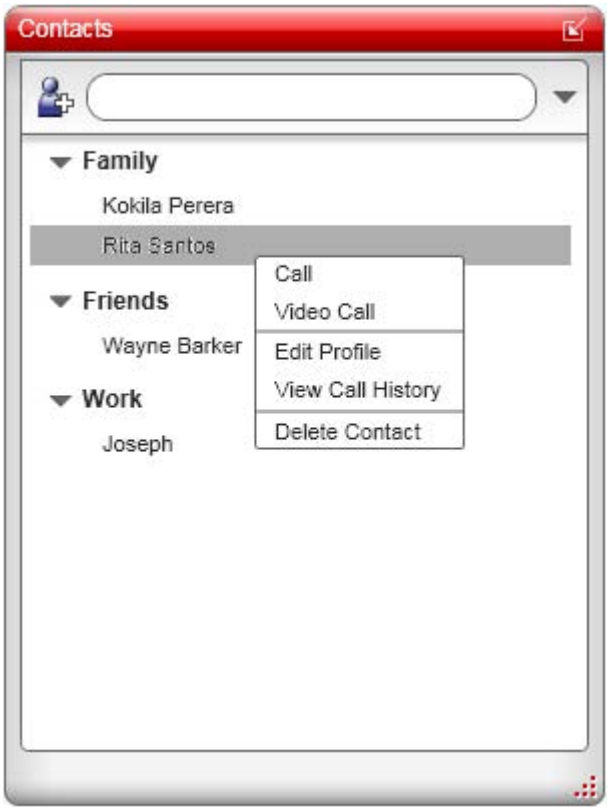
1. To change the current status (shown or hidden), select View and then Shows Contacts and History.

4.1 Contacts Tab

The Contacts tab displays your contacts and lets you specify multiple contact methods for them, including:

- Softphone address
- Home phone number, business phone number, mobile phone number.

Contacts are typically organized into groups. The IP Office Softphone includes built-in groups: "Family", "Friends" and "Work". You can add more groups, as desired by specifying a new group name when you add or edit a contact.



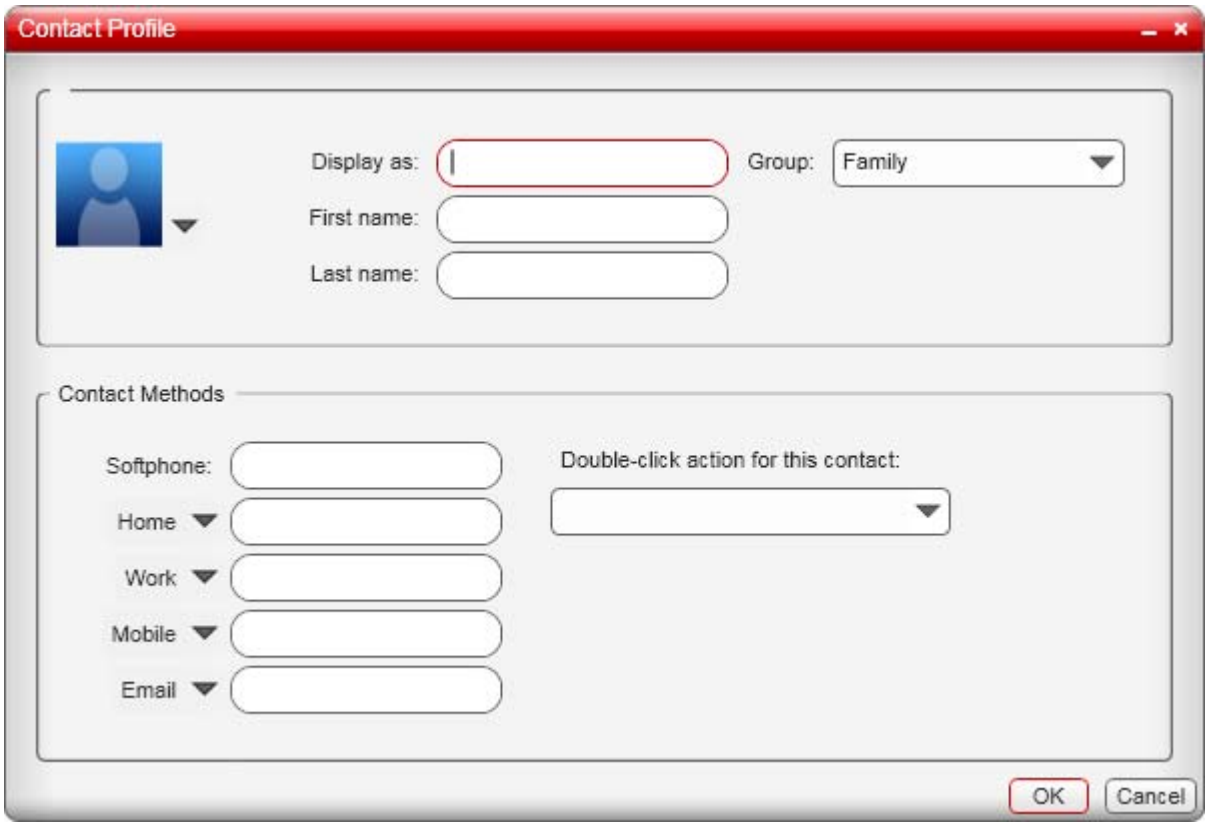
- Add a contact
  Select this option to add a new contact.
- Call a Contact
  Double click on the contact to make a call. Alternatively right click and select Call or Video Call.
- View Details of a Contact
  Click on a contact to view the full details of that contact and select to see your call history filtered around calls to or from the contact or select to edit the contact.
- Edit a Contact
  Right click on the contact and select Edit Profile.
-
  Click on the down arrow icon to select whether you want the contacts shown in their groups or not and whether to expand or collapse all the groups.
- When the contacts are shown in their groups, the arrow icon next to each group can be used to expand or collapse that group.

Note: The contacts are not identical with the personnel directory on IP Office. Access to IP Office personnel directory on softphone is possible through the Directory 32 tab but it is not possible, to edit this directory from IP Office. However, if used in application mode with one-X Portal for IP Office as the front end, full editing of personal directory is possible.

4.1.1 Managing Contacts and Groups

4.1.1.1 Adding a Contact

Click or right-click a group and choose Add Contact to Group. The Contact Profile dialog appears.



Field	Description
Contact name	Only the "Display as" name is required. This is the name that will appear in the call panel and the Call Alert when this person phones you.
Group	Click to show the list of groups and check each group to add this contact to.
Contact Methods	You must enter at least one contact method. Enter as many contact methods as you want. Softphone entries and e-mail entries must have the format <name>@<domain>.

4.1.1.2 Adding a Contact using an Existing Address

1. You can add a contact by capturing existing information:
   - If you are on a phone call with a person who is not a contact, click the Add to Contacts button in the call panel.
   - On the History tab, select an entry that is not a contact. Right-click and choose Add as Contact.
2. The Contact Profile dialog appears. Complete the dialog as desired and press OK.
3. Take the appropriate action:
   - Click Create a New Contact. Change the display name and group if desired. Click Allow.
   - Click Update an Existing Contact. Select a different contact, if necessary.

4.1.1.3 Importing Contacts

You can populate the IP Office Softphone contact list by importing from an external file or files. The new contacts will be added to the existing contacts.

You can import a contact list from:

- A comma-separated file. Use this method to import from a Microsoft Excel file. You will first have to set up the file; see below.
- A Microsoft Outlook or Microsoft Exchange contact list (a *.pst file).
- A vCard file (*.vcf file). A vCard is an electronic business card that is often attached to an e-mail.

1. From the main menu, click the Contacts menu and choose Import Contacts. The Import Contacts wizard starts.
2. As soon as you click Finish on the wizard, the Contacts tab in the IP Office Softphone is updated to show the imported entries.

Setting up an Excel File for Import

1. Remove any introductory text or headings from the top of the file. (You can keep text at the end of the file; it will be ignored during the import.)
2. Insert a blank row as the first row, then insert the headings that the IP Office Softphone will use to interpret the meaning of each column. The columns can be in any order. The most popular headings are:
   - display-name
   - entry_id
   - given_name
   - surname
   - postal_address
3. Save the file as *.csv.

4.1.1.4 Exporting Contacts

You can export a contact list to a comma-separated file, a pst file or a vcf file.

1. From the main menu, click the Contacts menu and choose Export Contacts. The Export Contacts wizard starts.
2. When you click Next, the export starts. The result is:
   - For an Outlook export, the existing .pst file is updated to include the entries from the IP Office Softphone contact list. If Outlook is open, the entries immediately appear in the contact list.

     All information in the IP Office Softphone contact list is exported to Microsoft Outlook. Only information that can be displayed in Outlook actually appears in the Outlook Contacts window. Typically this means that all softphone addresses are exported (and stored in custom fields) but not displayed in Outlook.
   - For other formats, a new file of the specified type is created.

4.1.1.5 Changing Contact Information

To change the information for a contact, right-click the contact and choose Edit Profile.

4.1.1.6 Moving or Deleting a Contact

- To drag one or more contacts to a different group, select them and drag to the title bar of the new group.
- To delete one or more contacts, select them, right-click, and choose Delete Contact or Delete Selected. The contacts are removed from this group. If a contact belongs to several groups, it is removed from all groups.

4.1.1.7 Adding, Deleting or Renaming Groups

Select any group, right-click, and choose the appropriate menu item.

Contacts that have no group appear under Ungrouped Contacts. You can delete, but not rename, this group.

4.1.2 Using Contacts

To phone the person:

- Double-click the contact to start a phone call
- Right-click and choose Call. If necessary, click the desired number.
- Drag the contact to the call entry field to start a phone call.

Contact Flyout

Click a contact to show the Contact flyout. This flyout shows all the contact methods set up for the contact. You can click a contact method to perform its action.

4.2 History Tab

The History tab shows a record of calls that have occurred while IP Office Softphone is running.

- Click on the icon to select the type of call records to display in the call history.
  - All
    All calls of the various types listed below.
  - Received
    Incoming calls that you have answered using IP Office Softphone.
  - Dialed
    Outgoing calls you have made using IP Office Softphone.
  - Missed
    Incoming calls that have alerted your IP Office Softphone but were not answered using IP Office Softphone.
    - The icon appears in the main IP Office Softphone window to show when there are missed calls in the call history. It also shows the number of missed calls. Clicking on the icon will display the History tab.

Managing the Lists of Calls

You can right-click on an entry in a list to:

- Call
- Video Call
- Add as Contact
- Delete
- Delete All

Phoning from History

You can:

- Right-click on an entry to place a call to this person, using the contact method that was used for this call.
- You can double-click to place an audio call.
- Place a call to this person and add them to a conference call that is in progress.
- Allow the request and update the contact to allow the person to see your presence. This option is selected for you if you already have a contact with this SIP address but you were not previously sharing presence with this person.

Note: Contacts are only recorded when the softphone is running. Calls received when the softphone is not active will not be shown.

If IP Office Softphone is used in combination with one-X Portal for IP Office as the front end, the call log functionality of one-X Portal for IP Office can be used that will record all incoming calls including those received when the softphone is not active.

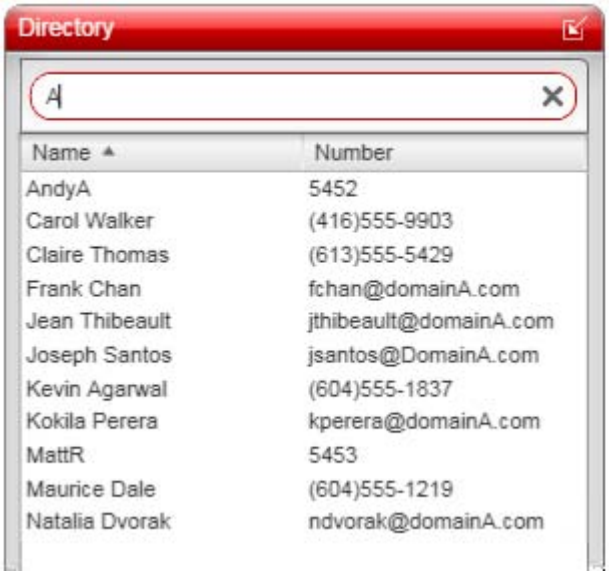
4.3 The Directory Tab

The Directory tab links directly to your local IP Office. Your directory will contain contact entries from the following IP Office contact stores: local IP Office directory, local IP Office Small Community network numbers, Local & IP Office Small Community Network Hunt Groups, Private user Directory.

Search for a Contact

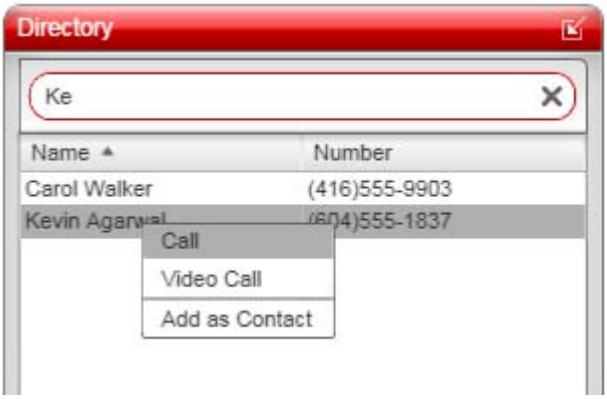
The search box is context sensitive and allows you to search by name or by number. Start typing in the search box and the displayed list of contacts will automatically start to narrow down based on your input.

You can clear the Search Box by clicking the 'X' displayed at the far right of the Search Box.



Phone a Person

You can phone a person directly from the Directory. Right-click a directory entry and choose Call or Video Call. A new call panel will appear and the call is placed immediately.



Create a Contact

Right-click an entry and choose Add as Contact. The contact profile window appears, populated with all the information from the IP Office directories.

Complete the window with any missing information that you want to record and press OK. The contact will now be listed on your Contact tab.

Note

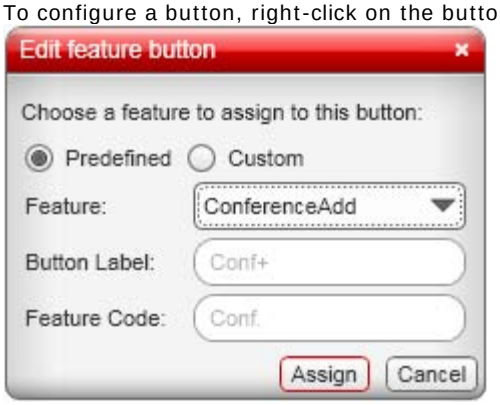
While it is possible to access the centralized private directory on IP Office, it is not possible to change the directory on IP Office from IP Office Softphone. Please change it from your desktop phone or one-X Portal for IP Office .

4.4 Features Tab

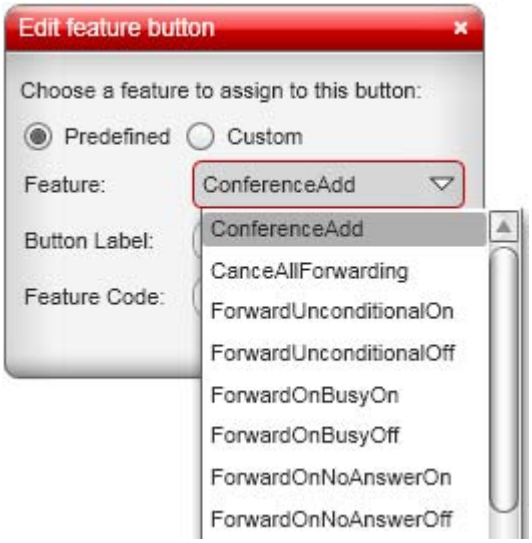
The Features tab allows you to access a set of button which can be used to control various IP Office call features.

Configuring a Feature Button

1. To configure a button, right-click on the button. A menu with the button options appears.



2. To use one of the existing IP Office features, select Predefined and select the required feature from the drop down feature list.



3. To use a custom feature, select Custom. Enter the label and feature code manually.
4. Click Assign.

Select the Predefined features from the drop down menu.

Chapter 5.
Configuring Preferences

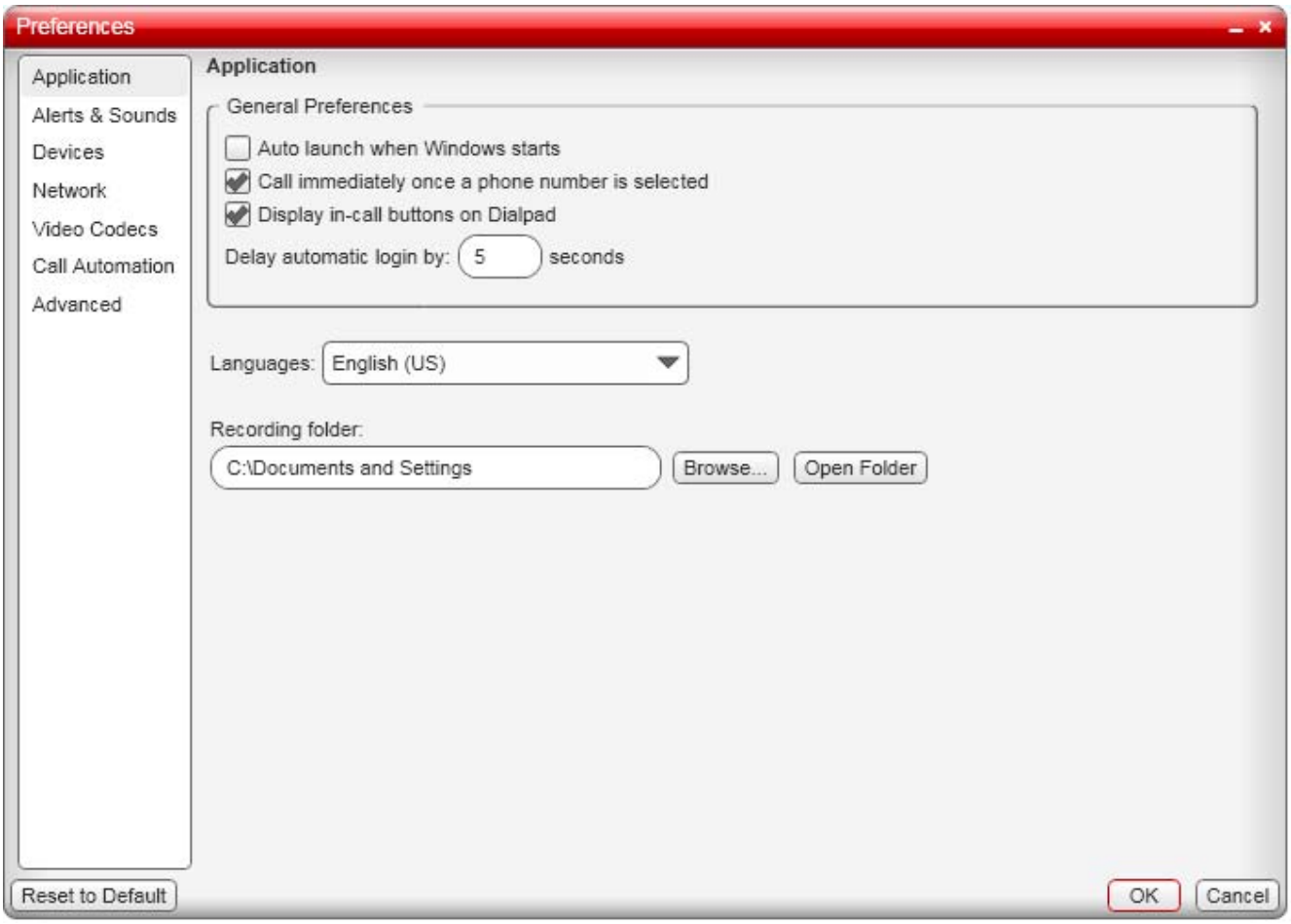
5. Configuring Preferences

Choose Softphone > Preferences. The Preferences window appears.

The Preferences panels let you control the way that you work with the IP Office Softphone.

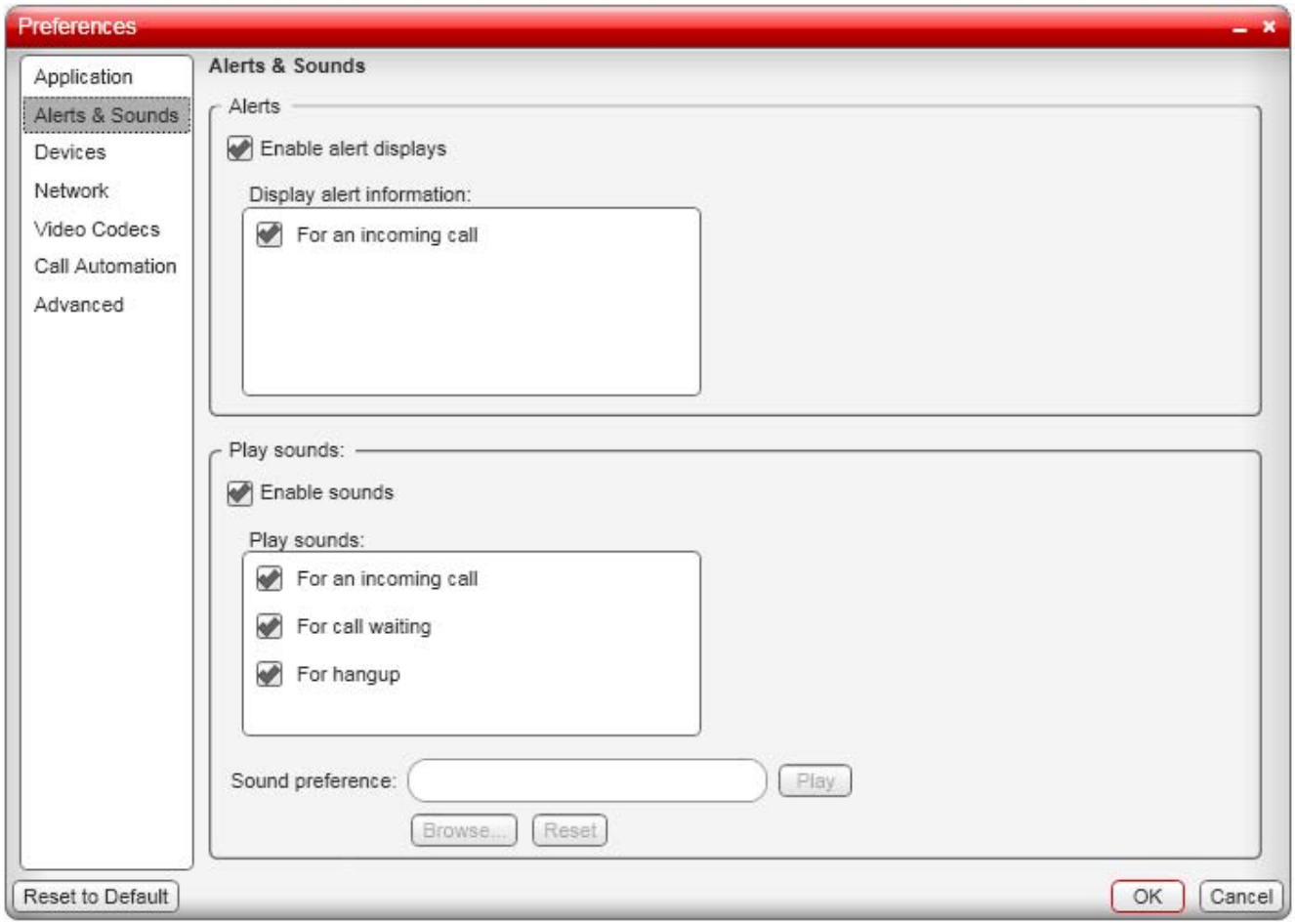
5.1 Application

This panel lets you set your preferences for general GUI behavior and lets you set up for login.

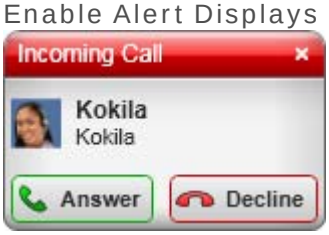


5.2 Alerts & Sounds

This panel lets you control the Call Alerts box and lets you assign sounds.



Enable Alert Displays



You can assign specific sounds to a variety of actions or "events".

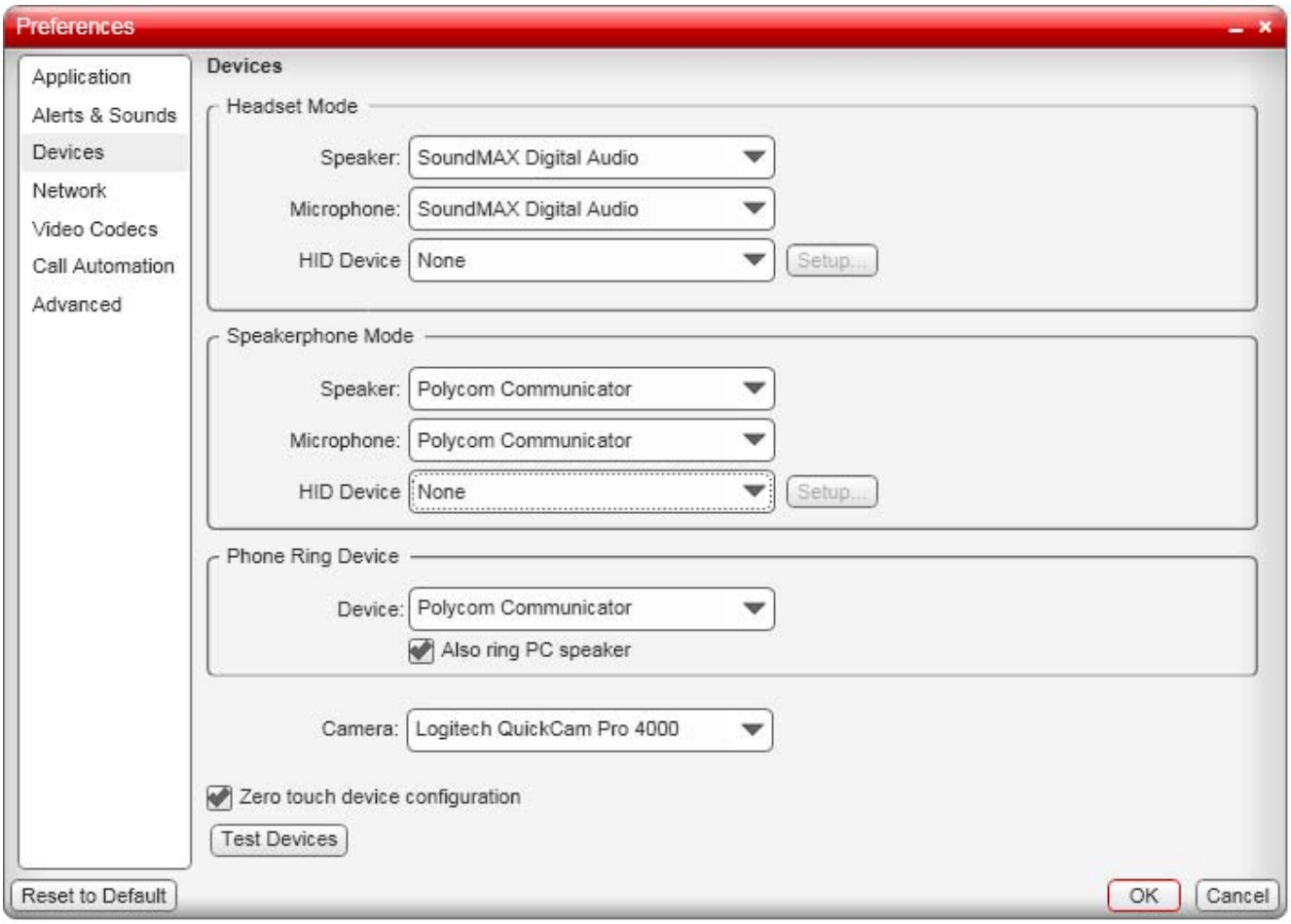
1. Select the Enable sounds check box and select the check boxes for each desired event, or clear the Enable sounds check box to disable all sounds.
2. If enabling sounds, you can change the sound for each event: select the individual event. The value in Sound preference will change. Select the desired sound.

You can import sounds; these will be added to the list of sounds you can choose from when assigning a sound to an event.

5.3 Devices

The IP Office Softphone automatically detects devices at each startup and selects the most appropriate device for each purpose. If you do not like this selection, you can override it on this panel.

If you override a selection, it will apply the next time you start the softphone, unless the device is no longer available, in which case the softphone will again automatically select the device to use.

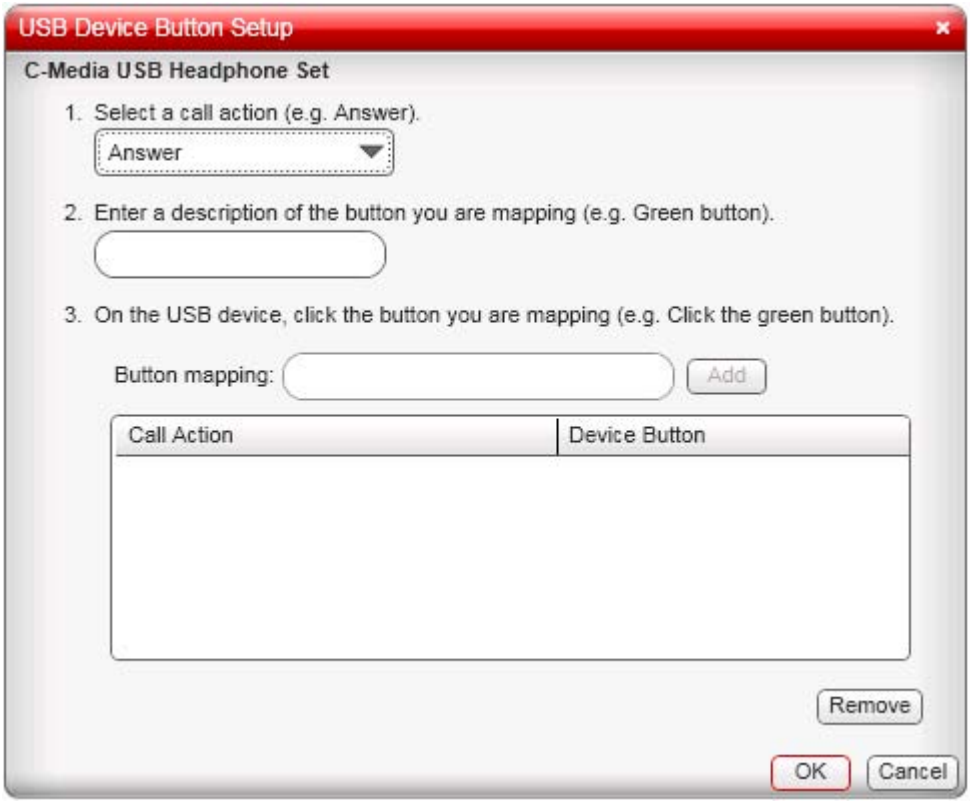


Field	Description
Headset Mode	
Speaker Microphone	Change these fields only if you want to override the devices that the softphone automatically selected. In both these fields, select the headset you are using. The headset is the device that is usually used for audio out (the sound you hear) and audio in (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed. Therefore, unless you will always be using the softphone in speakerphone mode, you must make a selection here. Select the headset in both the Speaker device field and Microphone device field.
HID Device	If the selected headset device is a HID-compliant device, this field specifies that device. You can click Setup in order to assign functions to the device. For example, you can set the green button so that it answers an incoming call.
Speakerphone Mode	
Speaker	Change this field only if you want to override the devices that the softphone automatically selected. Make the appropriate choice: • Select the device that you want to use for audio out (the sound you hear) when the Speaker Phone button is pressed. Make sure you select a speaker device (not the headset). • Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.

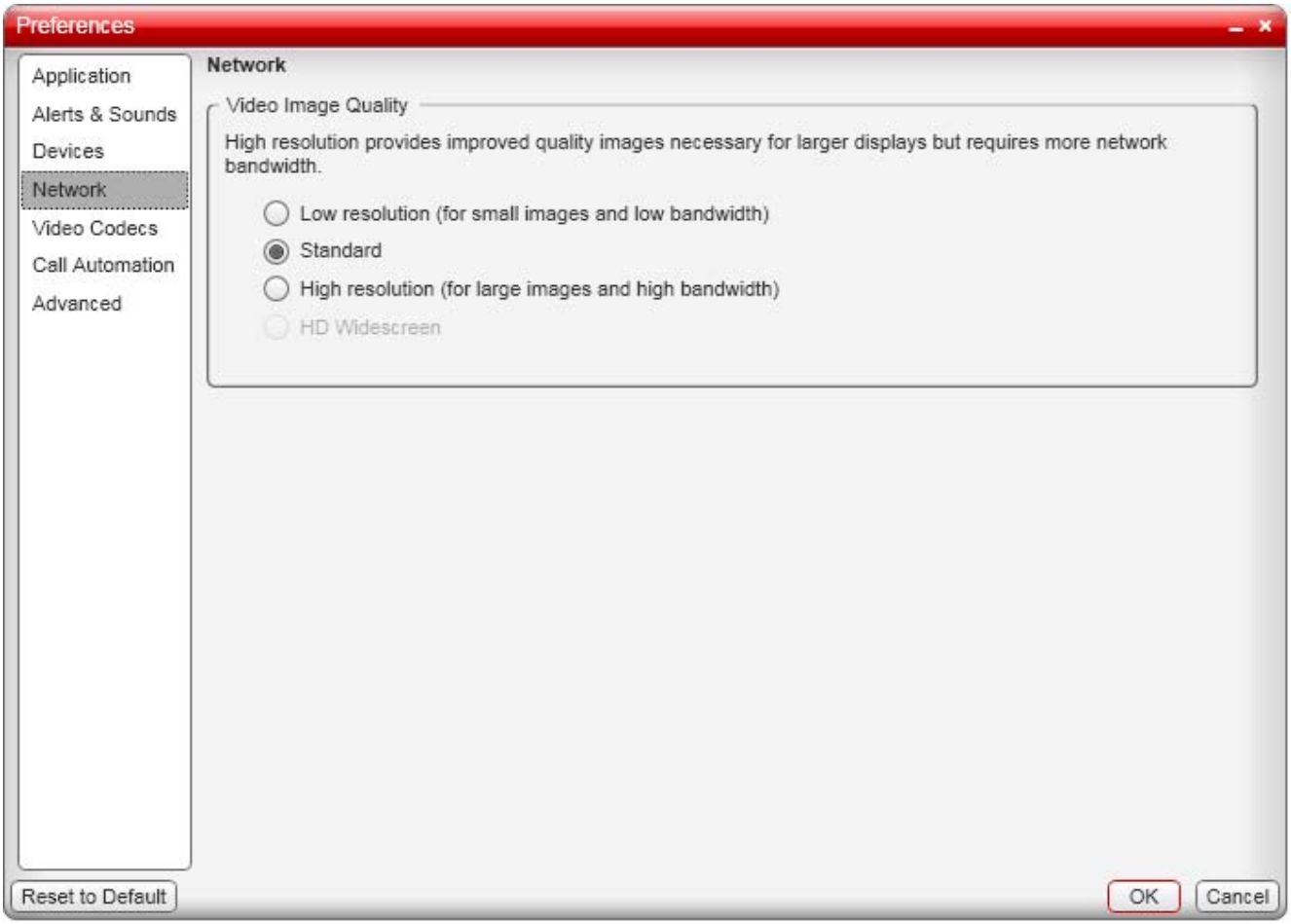
Field	Description
Microphone	Change this field only if you want to override the devices that the Softphone automatically selected. Make the appropriate choice: • Select the device that you want to use for audio in (recording your voice) when the Speaker Phone button is pressed. It can be any microphone: it does not have to be the microphone on the device you specified as the speaker device. For example, it can be the microphone on your camera. • Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.
HID Device	If the selected speakerphone device is a HID-compliant device, this field specifies that device. You can click Setup in order to assign functions to the device. For example, you can set the green button so that it answers an incoming call. See below for details. (If the speakerphone device is the same as the headset device and you have already configured the device, there is no need to click Setup again.)
Phone Ring Device	
Device	Change this field only if you want to override the devices that the Softphone automatically selected. The device where you want to hear the phone ringing: the headset, the speakerphone, or none.
Volume	The volume of the ringer.
Also ring PC speaker	Click on or off, to suit your preference.
Miscellaneous	
Zero-touch device configuration	Typically leave on. When device configuration is on, if you change your audio or video device, the Softphone will automatically detect the new device and start using it.
Test Devices	For information on the Test Devices button, see the Troubleshooting 12 section.
Camera	
Camera	Change this field only if you want to override the devices that the Softphone automatically selected. Select the camera model.

5.3.1 HID Devices: USB Device Button Setup

You can assign functions to a HID-compliant device. For example, you can set the green button so that it answers an incoming call.



5.4 Network

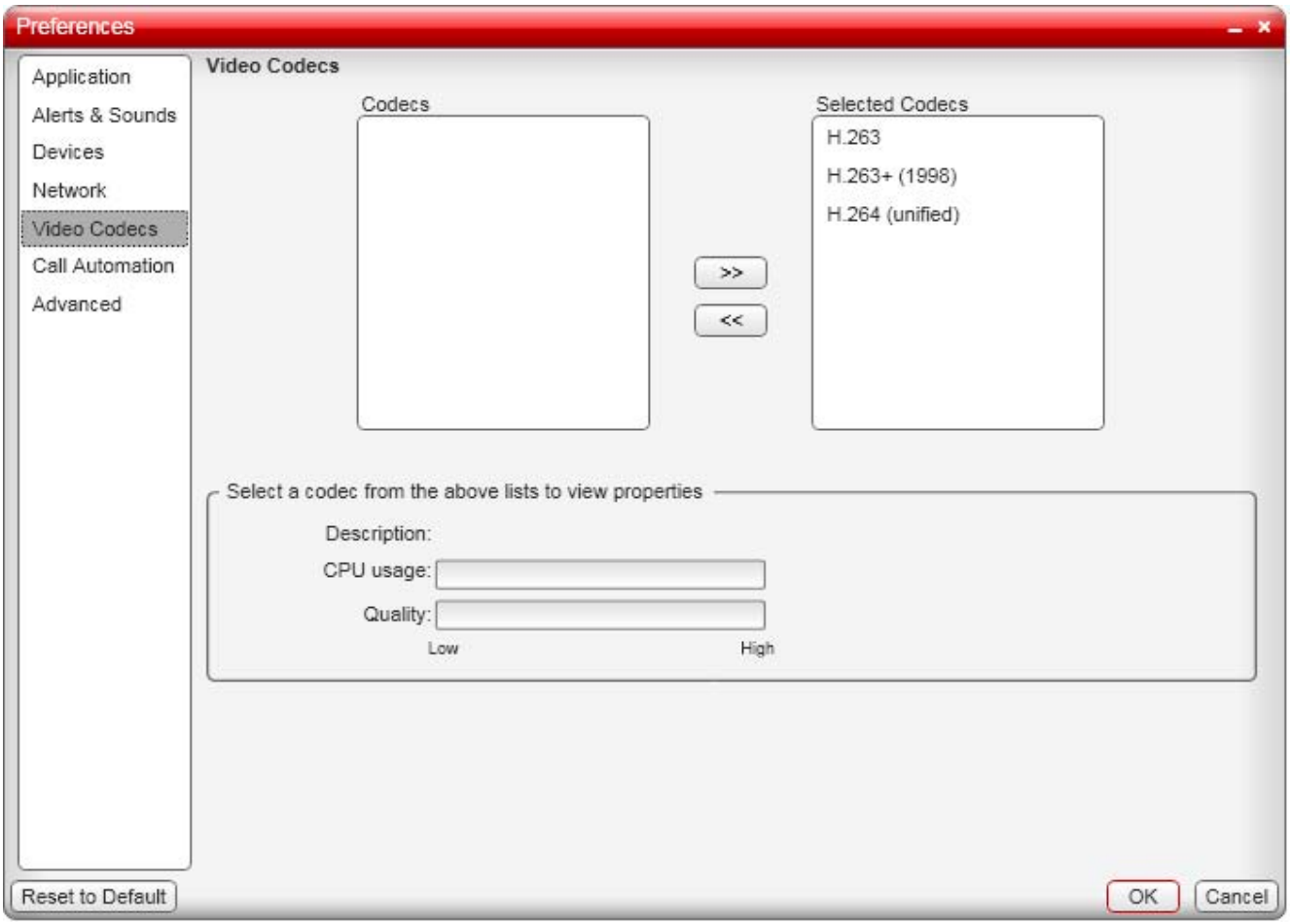


Field	Description

Video Image Quality	Leave at standard or change the size as follows:
	• Set it to high if you have a good camera and a computer with a fast CPU. You will know that you have set the size too large if:
	  • Your computer slows down (the video is using too much CPU).
	  • The video shows black areas or is slow or jerky.
	• Typically set it to low only in special situations, for example, when using wi-fi in a hotel. You will know that you have set the size too small if the video is fuzzy.

5.5 Video Codecs

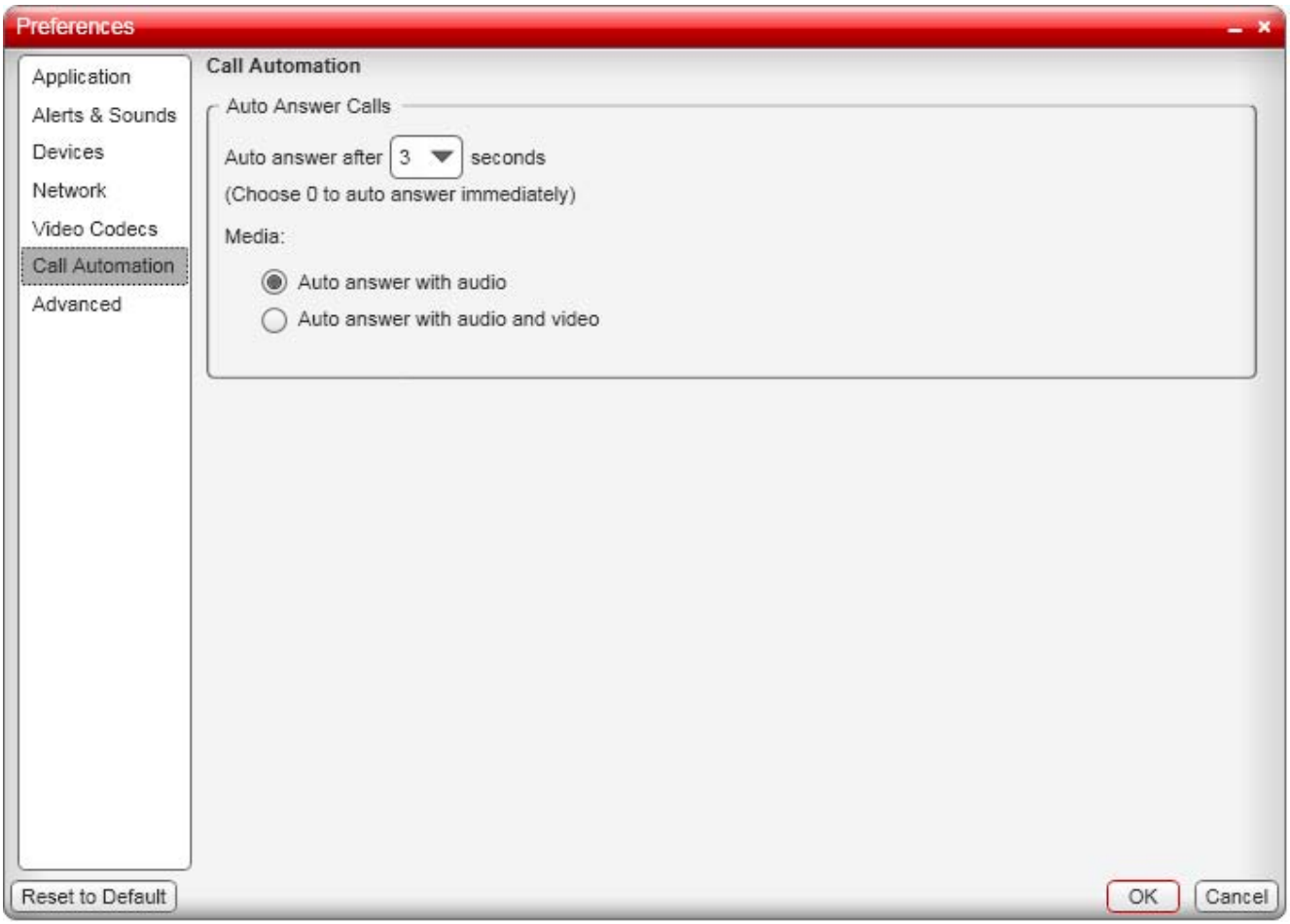
Video codecs describe the format by which video streams are compressed for transmission over networks. Some codecs require less bandwidth than others, but may result in lower video quality.



With only one codec enabled, all calls made will use that particular compression format. With more than one codec enabled, the IP Office Softphone automatically chooses the best codec based on the other party's capability, the available bandwidth, and network conditions.

5.6 Call Automation

These settings let you configure how you want auto answer to handle incoming calls, when Auto Answer is enabled.



5.7 Advanced

Field	Description
Media – Audio	
Reduce device echo	Turning this feature on improves sound quality. This feature is typically on.
Reduce background noise	Automatically attempts to remove background noise. Typically on for the speakerphone.
Automatic gain control	This feature is typically on.
Media – Volume Control	Choose the setting that suits
Media – Video	
Use slower but more compatible video format	Turning this field on may improve performance when running the IP Office Softphone on older hardware.

Chapter 6.

Appendix: Application Hot Keys

6. Appendix: Application Hot Keys

Function	Keyboard Shortcut
Decline an incoming call	Ctrl-D
Answer an incoming call	Ctrl-A
Redial the last dialed number	Ctrl-R
End the call	Ctrl-U
Hold or resume the call when the focus is on this call panel	Ctrl-H
Mute when the focus is on this call panel	Ctrl-M
Transfer the call in focus	Ctrl-T
Volume control	▲ and ▼ (up and down arrows)
Exit the softphone	Ctrl-Q

Index

A

Add
- Contact 28
- Contact from history 31
- Group 29

Add as Contact
- From directory 32
- From history 31

Add to Contacts
- During a call 28

Advanced 44
Alert
- Sounds 37

Alerts & Sounds 37
Answer 18
- Auto Answer 18, 43

Application 36
Attended Transfer 20
Audio quality 12
Audior 18
Auto Answer 18, 43
Auto launch 36
Automatic device selection 38
Automatic gain control 44
Automatic login
- Delay 36

Automation 43

B

Background noise 44
Bandwidth profile 11
Button features 34
Button Setup 40

C

Call
- Answer 18
- Attended transfer 20
- Conference 23
- Decline 18
- End 17
- Forward 18
- Make 16
- Transfer 20
- Video 22

Call Automation 43
Call Log 31
Camera 38
Codecs 42
Conference Calls 23
Contact
- Add 28
- Delete 29
- Edit 29
- Move 29
- Profile 28

Contacts 27
- Export 29
- Import 29
- Ungrouped 29

D

Decline 18
Decline an incoming call 46
Delay automatic login 36
Delete
- Contact 29
- Group 29
- History 31

Device echo 44
Device selection 38
Device Setup 40
Devices 38
Dial pad
- Hide 14

Directory 32
Disk Space 10
Drop 17

E

Echo 44
Edit Profile 29
Enable Alert Displays 37
Enable sounds 37
End a call 17
Excel 29
Exchange 29
Export
- Contacts 29

F

Features 34
Flip video image 44
Forward 18

G

G.711 7
G.723.1 7
G.729a 7
Gain control 44
Group
- Add 29
- Delete 29
- Rename 29

H

H.263 7, 42
H.264 7, 42
Hangup 17
Hard Disk 10
Headset Mode 38
HID Device 38
HID-Compliant device 40
Hide 14
High resolution 41
History 31
Hold 46
Hot Keys 46

I

ICE 7
Image Quality 41
Import Contacts 29

K

Keyboard Shortcuts 46

L

Language 36
Last number redial 46
Log 31
Login
- Delay 36
- Login automatically 11

Low resolution 41

M
Mailbox 23
Make a call 16
Memory 10
Messages 23
Microphone 38
Microsoft Exchange 29
Microsoft Outlook 29
Minimize 14
Move
  Contact 29
Mute 46
N
Network quality 12
O
Operating System 10
Outlook 29
P
Phone Ring Device 38
Preferences
  Advanced 44
  Alerts & Sounds 37
  Application 36
  Call Automation 43
  Devices 38
  Network 41
  Video codecs 42
Processor 10
Profile
  Bandwidth 11
  Edit 29
Programmable buttons 34
Q
Quality 12
R
Recording folder 36
Redial 46
Reduce background noise 44
Reduce device echo 44
Rename
  Group 29
Resolution 41
Resume 16, 46
RFC 2833 7
Ring PC speaker 38
Ringer
  Volume 38
S
Shortcuts 46
Show 14
SIP Account 10
Softphone Login 11
Speaker 38
Speakerphone Mode 38
Start automatically 36
Start Video 22
Stop Video 22
STUN 7
Supervised transfer 20
T
Test Devices 38
Transfer
  Attended 20
TURN 7
U
Ungrouped Contacts 29
USB Device Button Setup 40
V
Video 18
  Call 22
Video codecs 42
Video Image Quality 41
Voicemail 23
Volume
  Ringer 38
Volume Control 44
Z
Zero-touch device configuration 38

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Avaya
Unit 1, Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England.

Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933

Web: http://marketingtools.avaya.com/knowledgebase