

## is-phone Portable UC Client

### User Guide for is-phone Portable version 8.x

*Note: Before using this information and the product it supports, read the information "Notices" on page 5 and "Release Notes" on page 8.*



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# 1 Legal Notes: is-phone Portable

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### UNITED STATES GOVERNMENT LEGEND

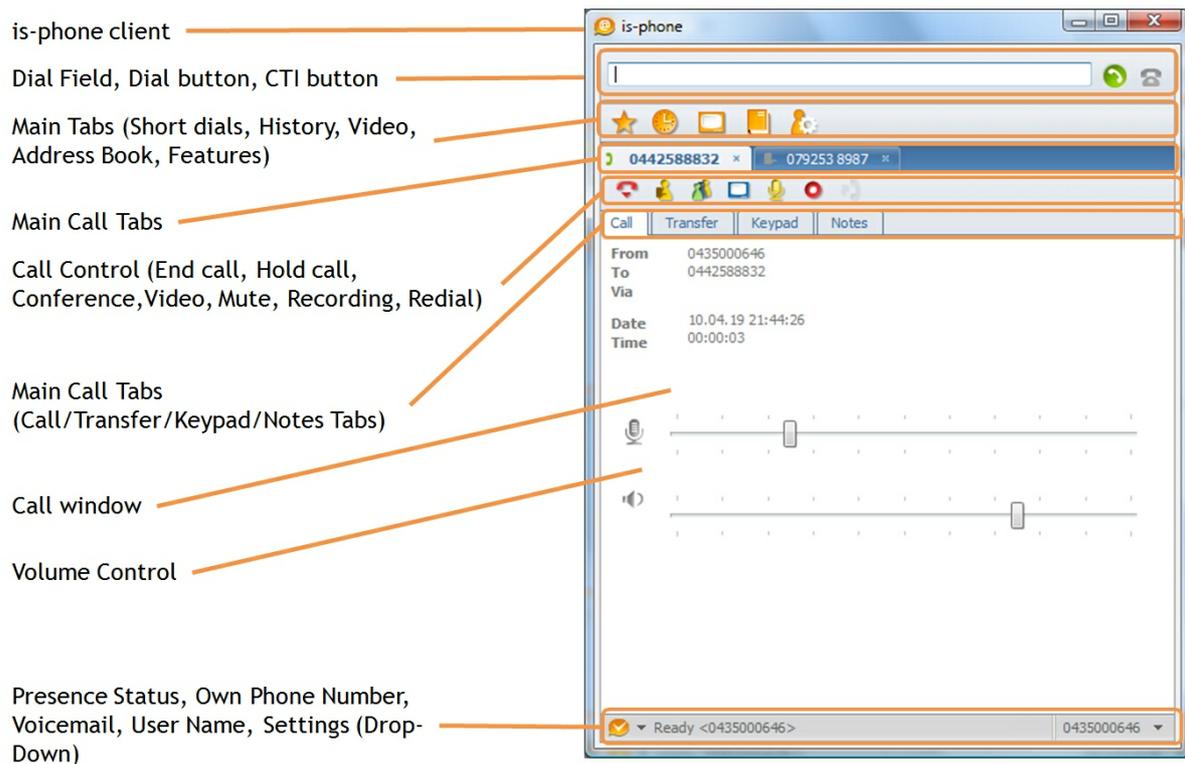
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## 2 Introduction to is-phone Portable

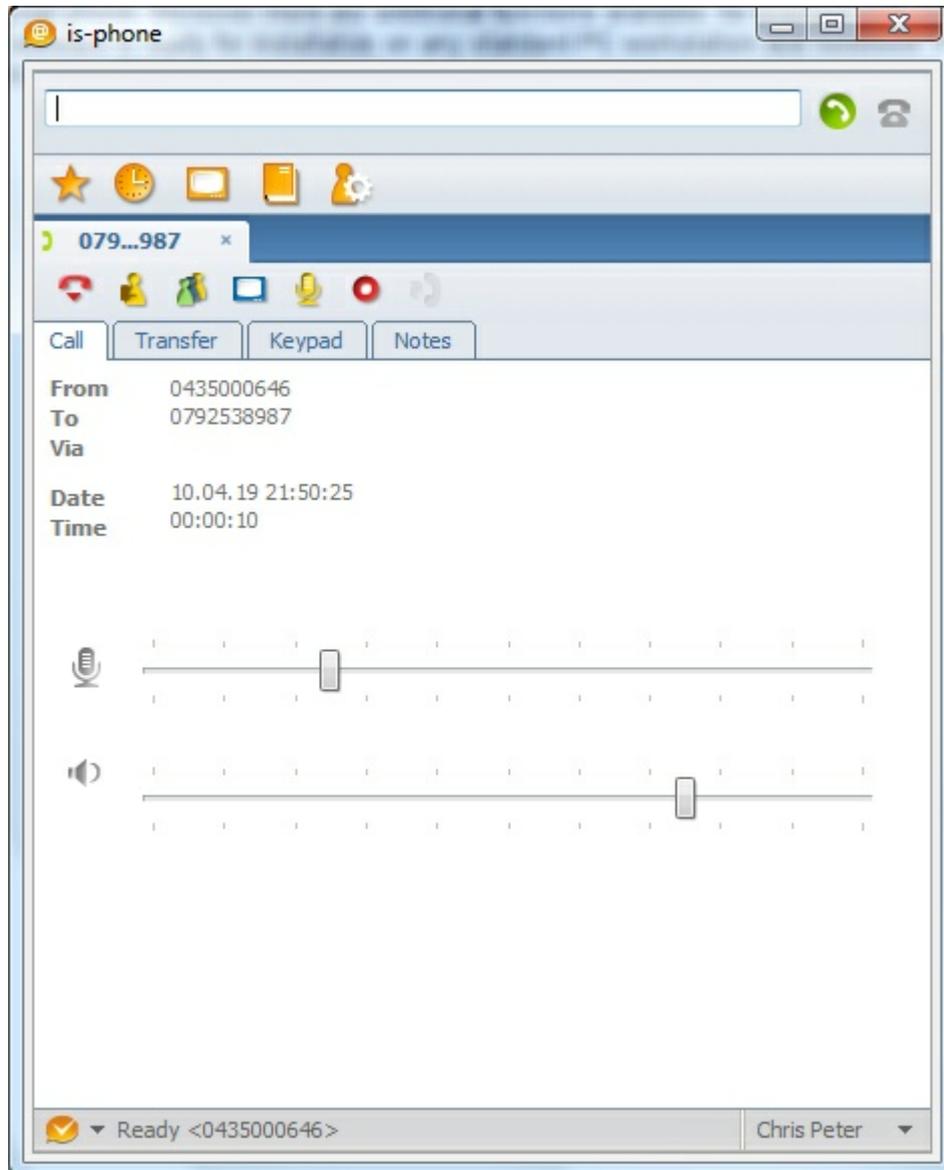
This user manual gives a detailed description of the functions and settings for end-users of the is-phone Portable. You can read the brief description if all you need is a quick overview of the important options. In addition, you can press the F1 key at anytime to call the help function and receive detailed, context-sensitive information on using the individual functions.

Depending on the specific software release and version, the illustrations in this user guide may be slightly different from how they appear on your screen, but the functions will be the same.



## 2.1 What is the is-phone Portable?

is-phone Portable is a stand-alone UC client based on SIP with the functionalities of a traditional phone. Moreover there are additional functions available: for example CTI, video and direct access to contacts (LDAP) and Instant Messaging (T.140 included, others on request). The software is ready for installation on any standard PC workstation and notebook. For superior voice quality, we recommend to install USB handsets (Polycom etc.) or USB headsets (Plantronics, GN Netcom etc.).



## 2.2 System Requirements: PC, IP PBX, VoIP Service Provider

Before you start to install is-phone Portable, you should get the following information from your IP PBX. The local system administrator has all details. Get in touch with your VoIP service provider, if you use a hosted SIP account or hosted IP PBX.

- Phone number or username
- Password
- Registrar
- Realm

is-phone is certified or tested with all major IP PBX suppliers incl. 3Com (VCX platform certified), Alcatel-Lucent (OmniPCX Enterprise tested), Avaya (SES certified), BroadSoft (BroadWorks tested), Cisco (Unified Communications Manager Version 5/6/7 tested), Comverse (tested), Digium (Asterisk Server tested), MetaSwitch (tested), Mitel (tested), NEC Sphere (tested), Nortel (MCS 1000/2000 certified), ObjectWorld/AdTran (tested), OpenSER (OpenSIPS Server tested), Siemens (HiPath 2000/3000/4000/8000 certified). Please email to [info@iscoord.com](mailto:info@iscoord.com) if the IP PBX or VoIP service you are using is not providing full functionality with is-phone.

There are also hard- and software requirements to run is-phone:

- PC workstation or notebook with Intel Pentium 4 or compatible processor
- Memory 1 GB
- Hard disk 40 MB free space
- Operating system:  
Microsoft XP (SP2 or higher), Microsoft Vista (SP1 or higher) Home Basic/Home Premium/Business/Enterprise/Ultimate  
or  
Linux Ubuntu 9.04  
or  
MAC OS X
- Java runtime: Version 1.6 or higher
- IP network connection
- USB interface for using handsets or headsets (optional)
- Video camera (optional)

is-phone Portable requires a speaker and a microphone for placing and accepting calls. Some PC workstations and notebooks have built in both. You can use them but the audio quality is often fairly bad. Therefore we recommend to work with an USB handset or headset.

Calls made with is-phone Portable will work without a video camera, but a camera is necessary for sending real-time video to remote parties. is-phone supports most standard USB video cams.

### Audio & Video Specifications / Codecs

- Automatic Gain Control (AGC), Volume control
- Audio Codecs: G.711u, G.711a, G.721, G.723, G.726 (16/24/32/40), Speex (8/16/32), iLBC, GSM (other codecs like G.729 or G.722 Wideband on request)
- Video Codecs: H.263, H.264, Theora, MPEG4V3
- QoS Support (diffserv, 802.1p)

### USB Handset & USB Headset Support

- GN Netcom/Jabra
- Plantronics
- Polycom CX200/LG-Nortel IP8501
- Others

### Chat

T.140 included. Add-ons on request: AIM, GTalk, ICQ, Jabber, MSN Live Messenger, LCS, OCS, Yahoo, XMPP

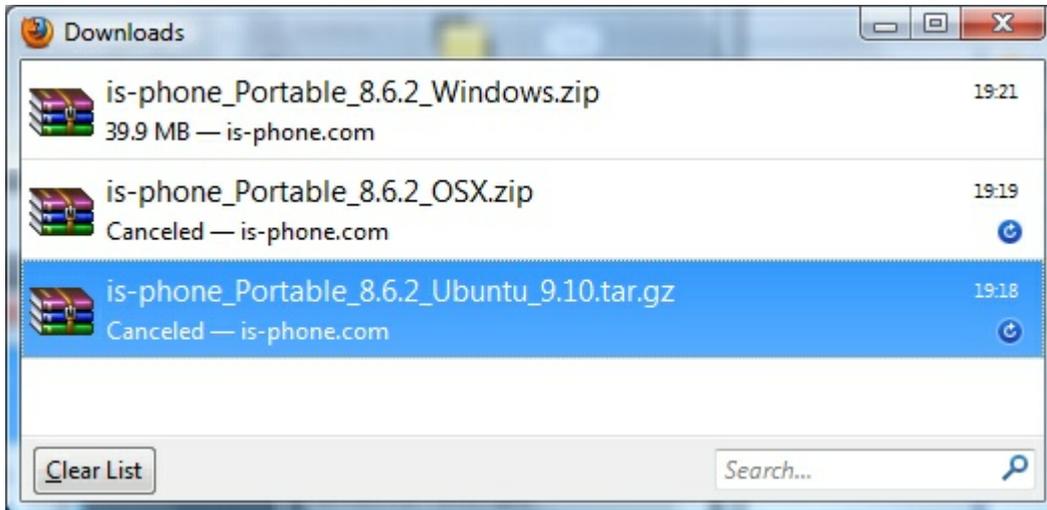
**Network Features**

- Auto Detect IP Address
- SRTP/TLS Support
- STUN/NAT Support
- TCP Support
- UDP Support
- VPN Support

## 3 Preparation & Installation of the is-phone Portable

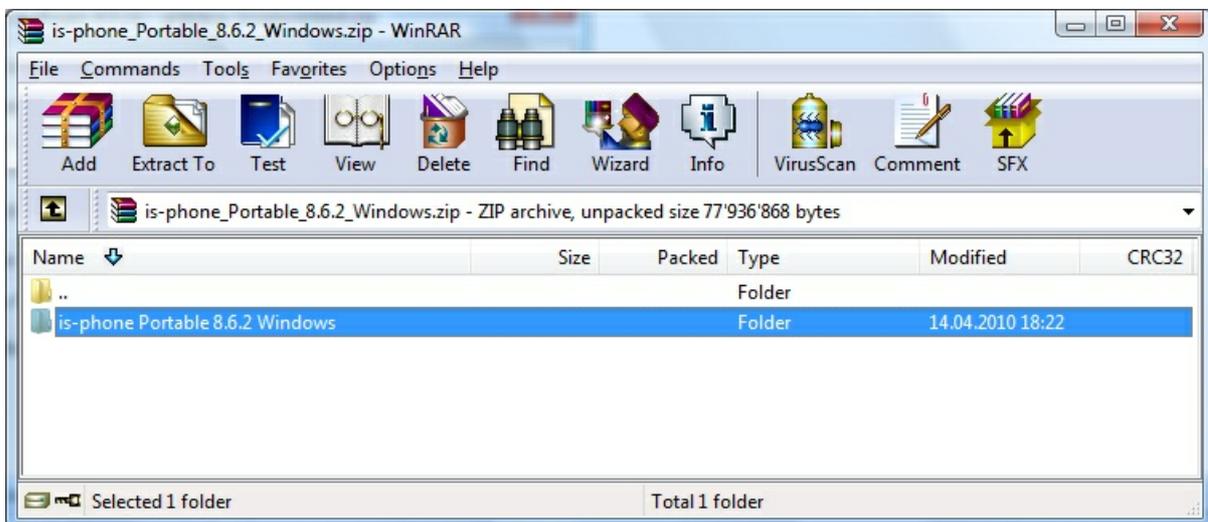
### 3.1 Download

- Download/open the .zip/gz package for your Operating System. Free trials are available [on our website](#):

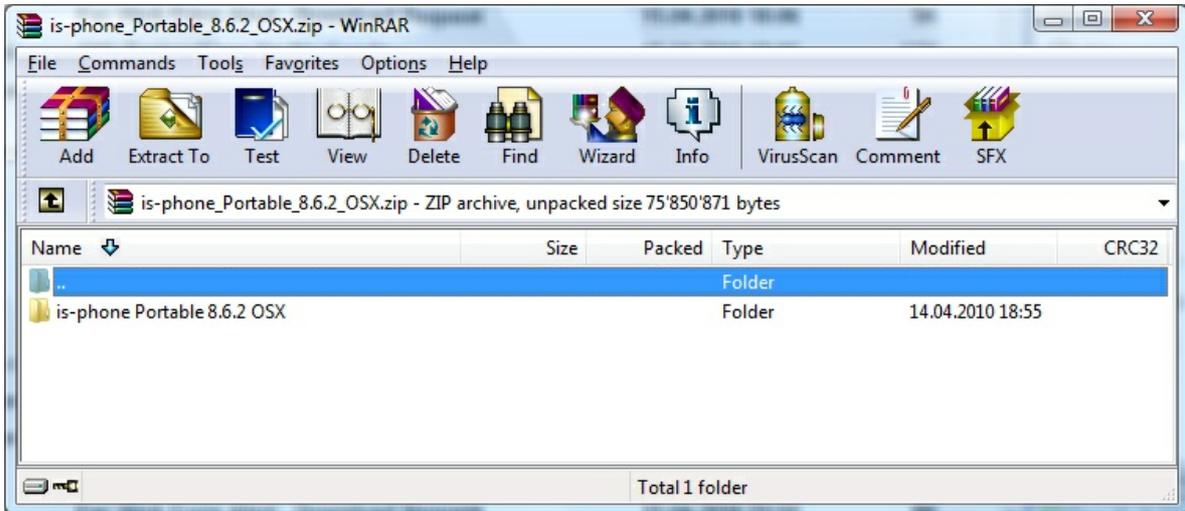


- Extract the package for your Operating System and copy the is-phone folder to your local hard drive

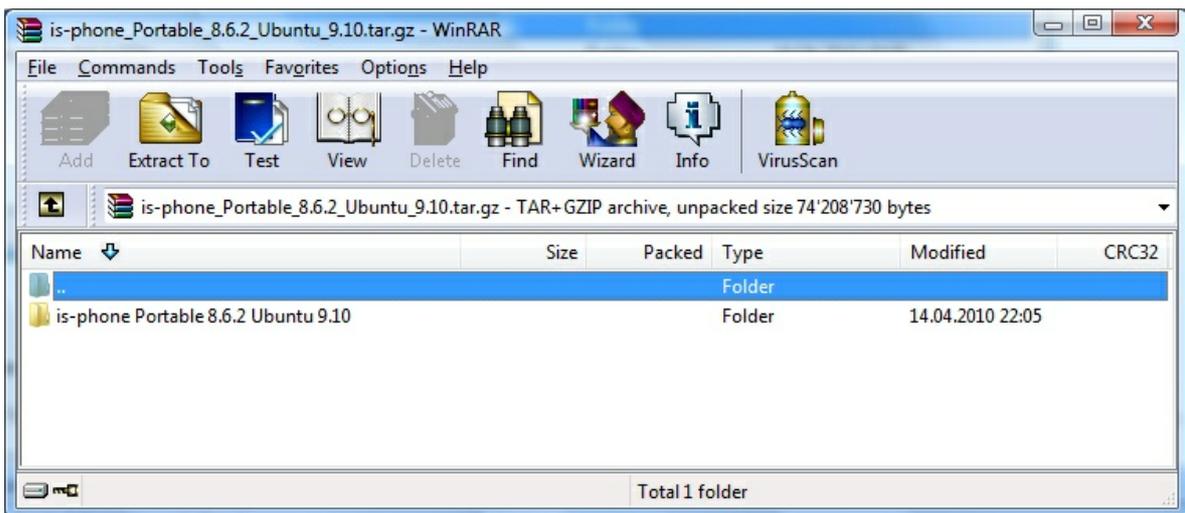
- **Windows** (7, Vista SP1 or higher, XP SP2 or higher): is-phone\_Portable\_[VERSION-NUMBER]\_Windows.zip



- **MAC OS X:** is-phone\_Portable\_[VERSION-NUMBER]\_OSX.zip



- **Linux Ubuntu 9.10.x:** is-phone\_Portable\_[VERSION NUMBER]\_Ubuntu\_9.10.tar.gz



## 3.2 Uninstalling the is-phone Portable

There is no uninstallation needed. You can delete the is-phone folder where the is-phone Portable is copied.

**IMPORTANT:**

If you delete the folder including sub-folders, all short-dial entries, history and manual entered settings will be lost.

Directory names:

- Windows: is-phone Portable x Windows
- OS X: is-phone Portable 8.x OSX
- Linux: is-phone Portable 8.x Ubuntu 9.10

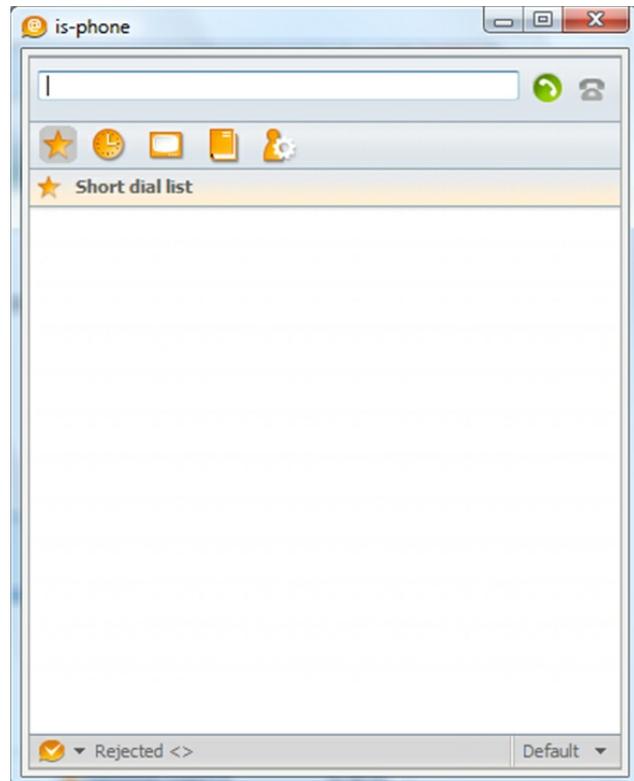
## 4 Starting the is-phone Portable

You can now start the is-phone Portable by double-clicking/clicking on the executable is-phone file.

The status bar in the lower left corner of the is-phone Portable will provide you with information about the status of your softphone at all times:

- **Ready:** your softphone is ready to use
- **Connecting** (searching your telephony server)
- **Registration failed** (could not access the telephony server): check your preferences or contact your local administrator
- **Rejected** (user id/password authentication failed): check your preferences or contact your local administrator
- **Not connected:** Registrar not found or invalid license. If the license is not available or invalid, a pop-up window will appear with further information. "This phone does not match your license authorization for extension <your extension>."

**Note:** If your is-phone Portable softphone does not show the "Ready" status, check your account information in the Settings menu (for details see "Configuring the is-phone Portable", "General Settings"). When starting the is-phone Portable for the first time (and if there is no pre-configuration of the settings loaded by your provider), "Rejected < >" will be displayed because the needed SIP account settings to connect to the VoIP network are not yet entered (see chapter "[Configuring the is-phone Portable](#)").



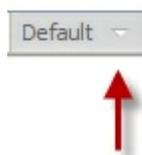
## 5 Configuring the is-phone Portable

Under the is-phone Settings at the bottom right corner you can configure your is-phone Portable.

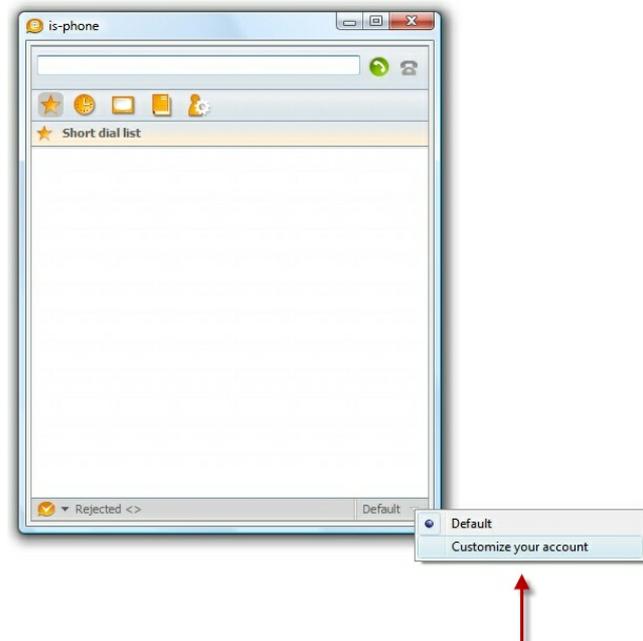
- Click on the *arrow button* to open the drop-down list.



When mouse-over, the *arrow button* turns white.



- Select "*Customize your account*" to setup a new account or change existing account settings.



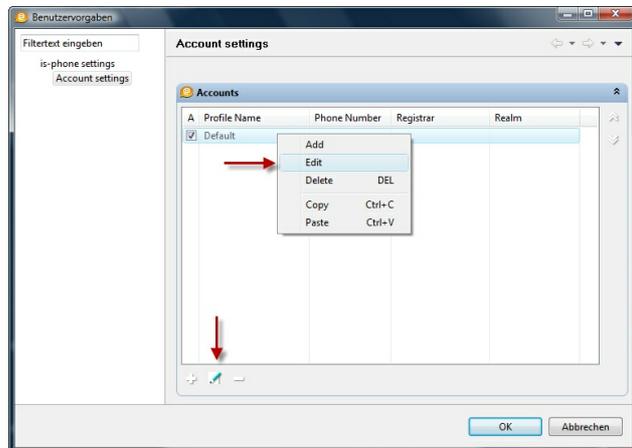
## 5.1 Account Settings

At first, you should edit the existing *Default* account:

When you either *double click* on an account entry or *right click* and select *Edit*, the configuration menu appears where you can change:

- SIP Telephony account information
- General Settings
- Regional specific settings
- Audio / Ringer devices
- Video devices

**IMPORTANT:** Please go through all configuration settings, otherwise your softphone might not work correctly.



**Note:** Changes in these settings during a call will be effective after restarting the is-phone Portable.

or

- use the symbols to



add an account



edit the account that is highlighted or

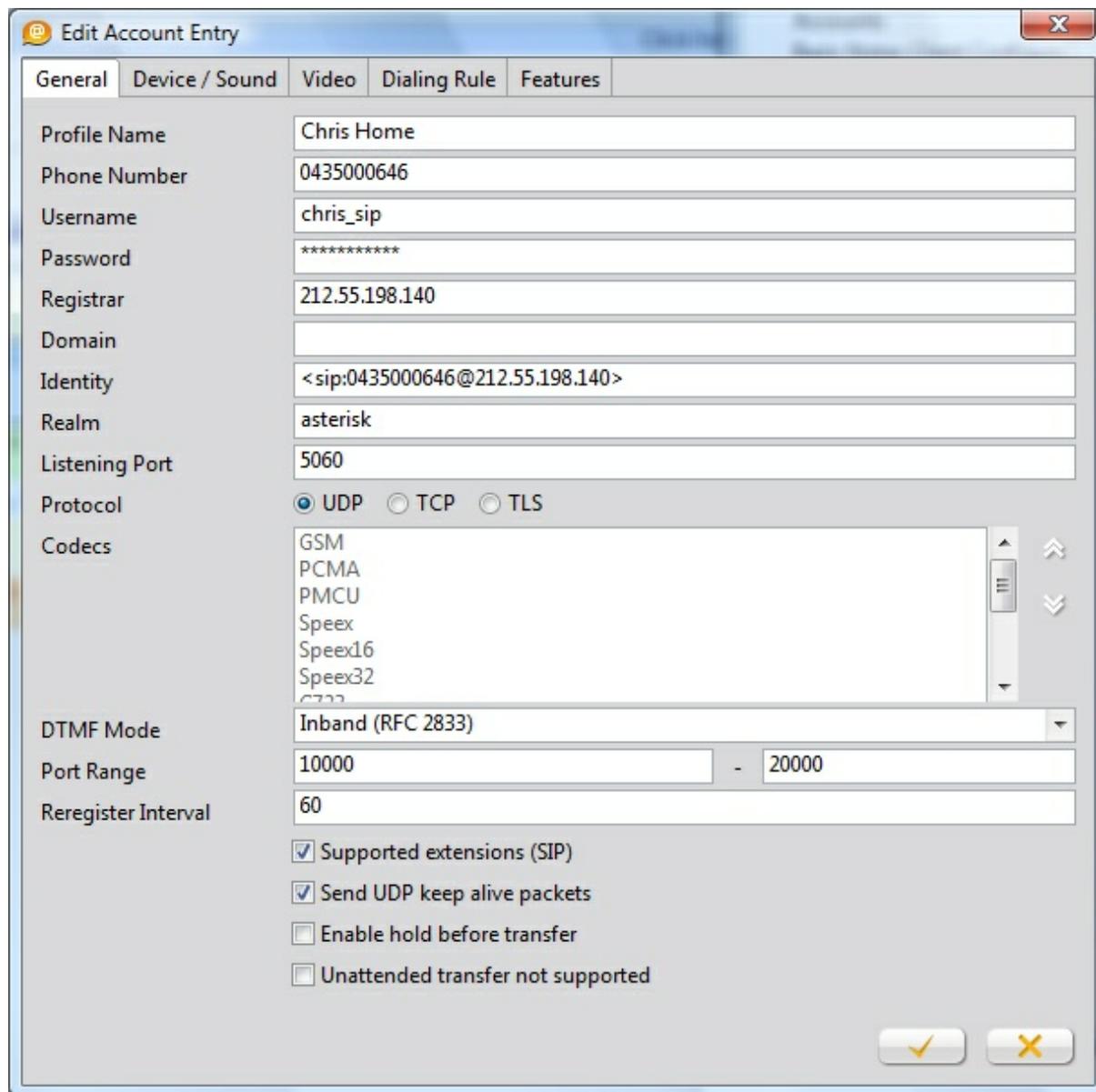


delete the account that is highlighted

## 5.1.1 General Settings

**IMPORTANT:** Most of the following information you will get from your PBX/SIP Proxy Administrator or from your SIP Provider.

For each profile / account, following general settings need to or can be defined:



The screenshot shows a window titled "Edit Account Entry" with several tabs: "General", "Device / Sound", "Video", "Dialing Rule", and "Features". The "General" tab is active, displaying the following fields and options:

- Profile Name: Chris Home
- Phone Number: 0435000646
- Username: chris\_sip
- Password: \*\*\*\*\*
- Registrar: 212.55.198.140
- Domain: (empty)
- Identity: <sip:0435000646@212.55.198.140>
- Realm: asterisk
- Listening Port: 5060
- Protocol:  UDP  TCP  TLS
- Codecs: GSM, PCMA, PMCU, Speex, Speex16, Speex32, G722
- DTMF Mode: Inband (RFC 2833)
- Port Range: 10000 - 20000
- Reregister Interval: 60
- Supported extensions (SIP):
- Send UDP keep alive packets:
- Enable hold before transfer:
- Unattended transfer not supported:

At the bottom right, there are two buttons: a checkmark button and a close button (X).

\* = Mandatory

- \* *Profile Name*: User definable name  
**Note:** If you do not enter a Profile Name, history entries and other features will not show your name.
- \* *Phone Number*: Phone number under which the plug-in will register  
**Note:** If you do not enter a Phone Number, history entries and other features will not show your phone number.
- \* *Username*: Username for proxy/PBX authentication

- \* *Password*: Password for proxy/PBX authentication
- \* *Registrar*: TCP/IP Number or DNS name of your registrar  
**Note**: Registrar is the same like Proxy.
- *Domain*: Enter the Domain (e.g. iscoord.net)  
**Note**: Normally leave this empty (except for Nortel CS1000 where you have to enter the domain name)
- *Identity*: Enter the SIP identity in SIP Format (e.g. "4444" <sip:4444@iscoord.net> or <[sip:4444@iscoord.net](mailto:sip:4444@iscoord.net)> or sip:4444@iscoord.net)  
**Note**: Normally leave this empty – the identity is generated automatically set.
- *Realm*: Some PBX/Registrar needs a Realm for MD5 authentication
- \* *Listening Port*: TCP/IP Port number for SIP  
**Note**: Normally 5060.
- *Protocol*: Select UDP, TCP or TLS  
**Note**: Normally UDP is used.
- *Codecs*: You can change the order of the codecs by using the arrows of the right (*Move up / Move down*)  
**Note**: The client will negotiate with the PBX/Proxy the codec according to this ranking.
- *DTMF Mode*: Select the supported DTMF Mode
- *Port Range*: Select a port range that can be used for the RTP packets  
**Note**: If you leave it open, a random port will be used for each phone call.
- *Reregister interval*: Reregistration happens in the defined interval  
**Note**: If empty or 0 – no reregistration will be done with the registrar
- *Supported extensions (SIP)*: Turn on / off
- *Send UDP keep alive packets*: Turn this on to send every 2 seconds empty UDP packets.  
**Note**: This is sometimes used to keep the session open through firewalls.
- *Enable hold before transfer*: This will automatically put a call to hold before unattended transfer to someone else (blind transfer)
- *Unattended transfer not supported*: With this flag you can disable unattended call transfer

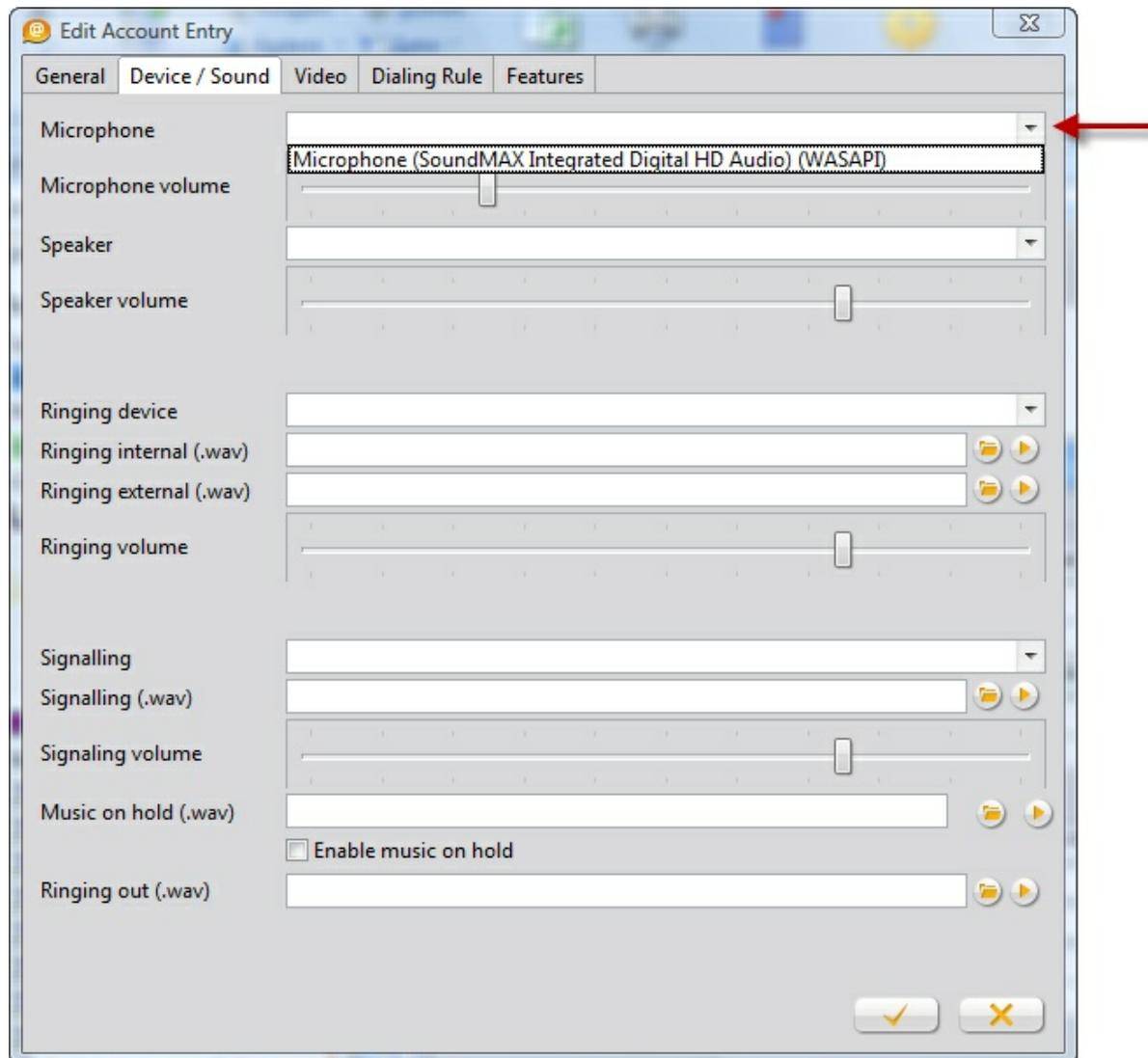
## 5.1.2 Device / Sound Settings

**IMPORTANT:** We recommend to use a professional USB headset or handset. Using the internal sound devices of e.g. your notebook can negatively affect the sound quality (e.g. background noise etc.).

**Note:** If an audio device is not available (disconnected from the PC/Laptop), then automatically the default device of Windows will be used.

**Note:** If you change sound settings during a call, they will be set to these settings after the call has ended.

You can select from a drop-down list of your existing sound devices:



Icons:



Open explorer to select a file



Play the selected file

- *Microphone:* Select the device you want to use for talking
- *Microphone volume:* Set the volume of the microphone. This setting will always be used when you

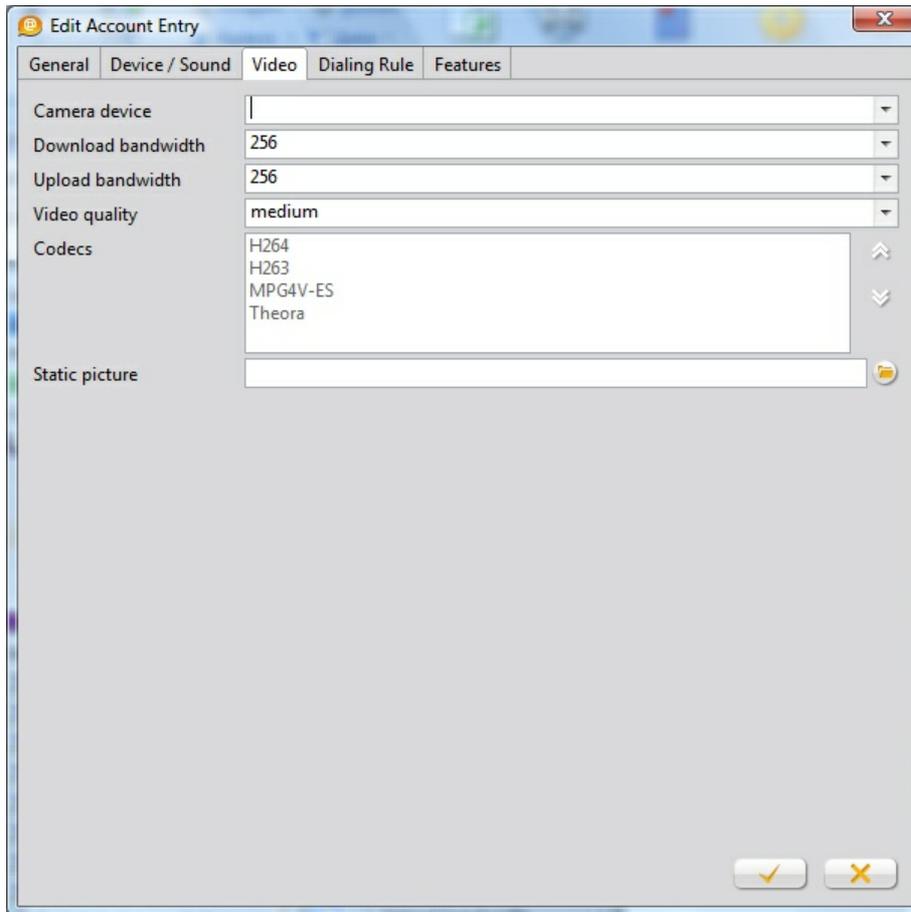
start is-phone

**Note:** Depending on the device, the volume of the microphone should be set very low. We recommend that you make a test call to adjust proper setting.

- *Speaker:* Select the device you want to use for listening
- *Speaker volume:* Set the volume of the speakers. This setting will always be used when you start is-phone
- *Ringin device:* Select the device you want to use for ringin of incoming internal and external calls
- *Ringin internal (.wav):* Select the wav file that should be played for internal ringin
- *Ringin external (.wav):* Select the wav file that should be played for external ringin
- *Ringin volume:* Set the volume of the ringin sound
- *Signalling:* Select the device you want to use for signalling
- *Signalling (.wav):* Select the wav file that should be played for signalling
- *Signalling volume:* Set the volume of the signalling sound
- *Music on hold (.wav):* Select the wav file that you like to be played when putting a call on hold
- *Enable music on hold:* Flag this box if you like to enable music when a call is on hold
- *Ringin out (.wav):* Select the wav file that should be played when you are dialling out

### 5.1.3 Video Settings

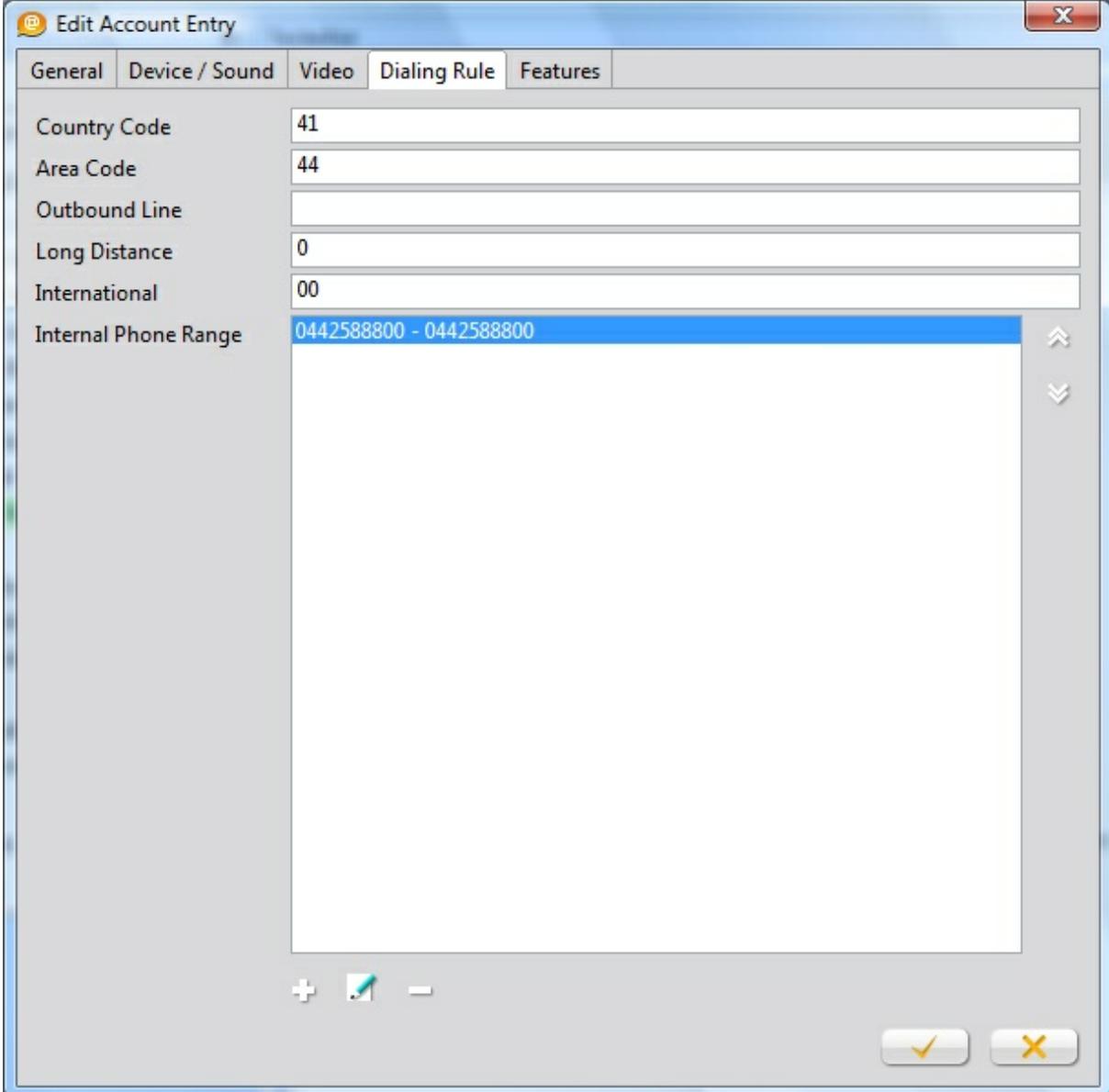
**Note:** You can use is-phone also without using video. These settings are not mandatory.



- **Camera device:** Select the device from the drop-down list  
**Note:** Select "Static picture" if you have no camera device.
- **Download bandwidth:** 256 KB (default)
- **Upload bandwidth:** 256 KB (default)
- **Video quality:**
  - Fastest: QCIF format
  - Medium: CIF format
  - High: VGA format
- **Codecs:** Leave the default unless your system administrator instructed you to change them
- **Static picture:** You can select a static picture that will be displayed instead of video. Select a picture from your computer by clicking on the folder sign   
**Note:** The picture file should not be bigger than 250kb.

### 5.1.4 Dialing Rule Settings

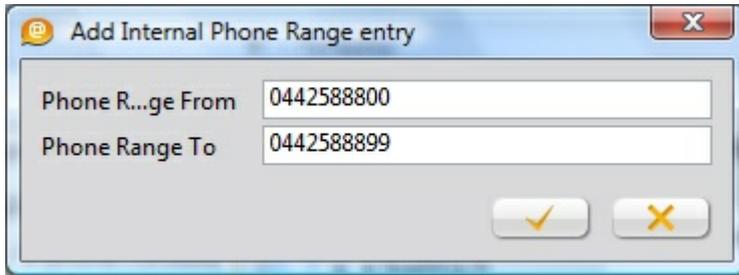
You can define dialing rule to enable international dialing with e.g. leading + or to define an outbound line if you are connecting to an internal telephony system where outbound calls lead e.g. a leading 0.



| Field                | Value                   |
|----------------------|-------------------------|
| Country Code         | 41                      |
| Area Code            | 44                      |
| Outbound Line        |                         |
| Long Distance        | 0                       |
| International        | 00                      |
| Internal Phone Range | 0442588800 - 0442588800 |

- *Country code*: International prefix for your country (without leading 0)
- *Area code*: Enter your area code (without leading 0)
- *Outbound line*: Enter the prefix to get an outbound line (e.g. 0)
- *Long Distance*: Enter the prefix for long distance calls
- *International*: Enter the prefix for international calls

- **Internal Phone Range:** Enter the internal phone number ranges (this is used for signaling/ringing):



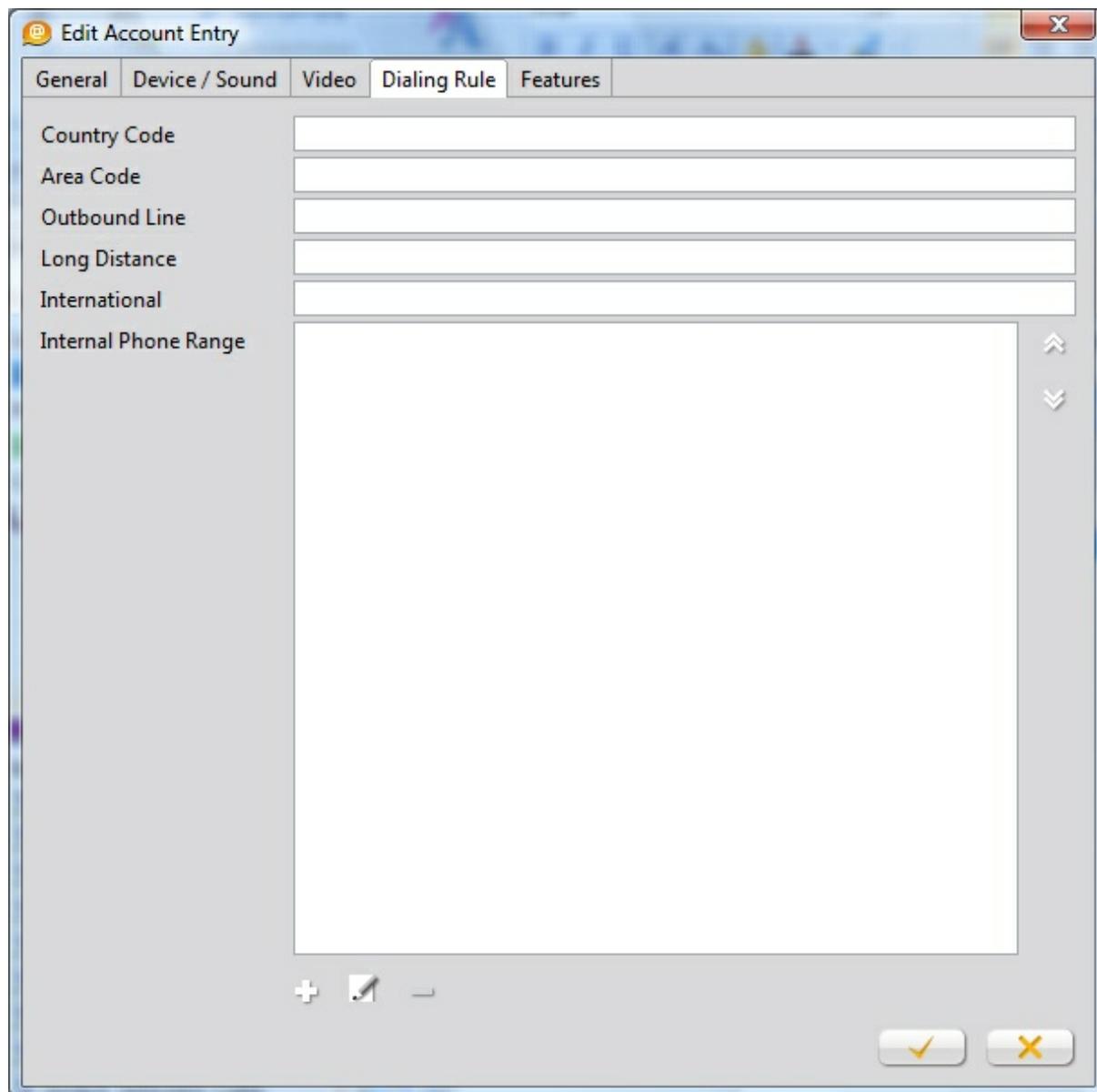
All phone numbers within the defined phone range/s will ring as internal calls.  
You can add, edit or delete international phone ranges by using the following symbols

-  add an international phone range
-  edit an international phone range or
-  delete an international phone range

**Important for US users:** Please enter a 1 in the *Country Call* to enable special US dial rules. If local dialing is equal long distance dialing, please enter 999 in the *Long Distance* field.

## 5.1.5 Features Settings

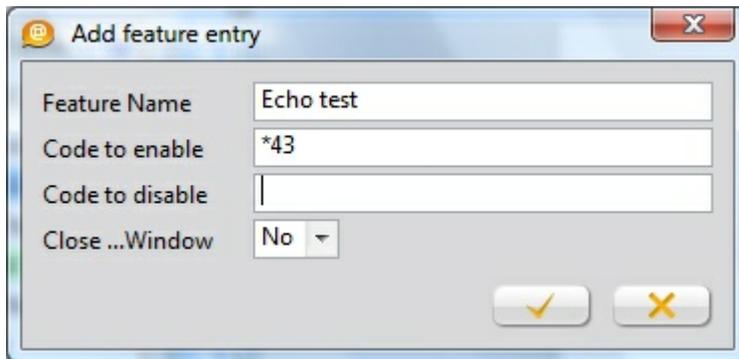
You can define your own, PBX specific features that can be turned on/off within the is-phone client:



-  add an international phone range
-  edit an international phone range or
-  delete an international phone range

- **Voicemail:** Enter phone access code to your voicemail box. By clicking on the voicemail icon in the status bar within the is-phone Portable client, this number will be dialed

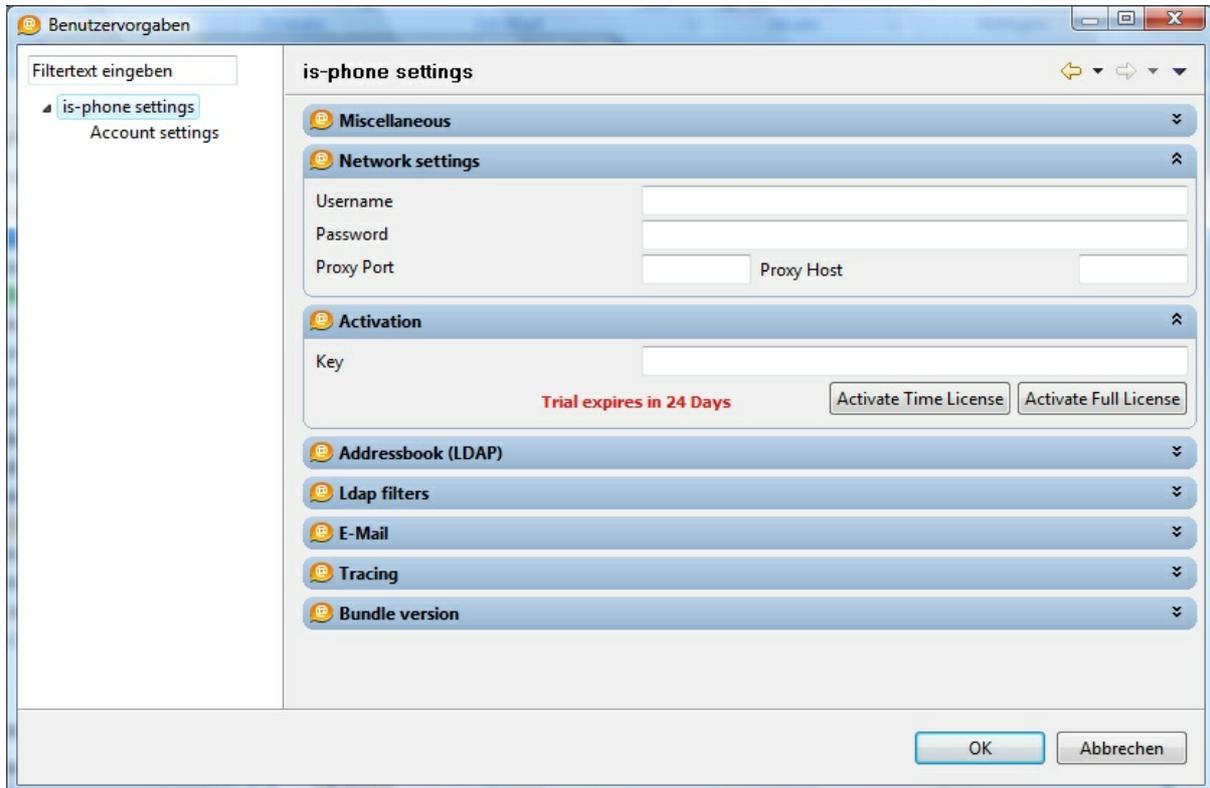
When you edit or add a feature, the following window will appear (Echo test used as example):



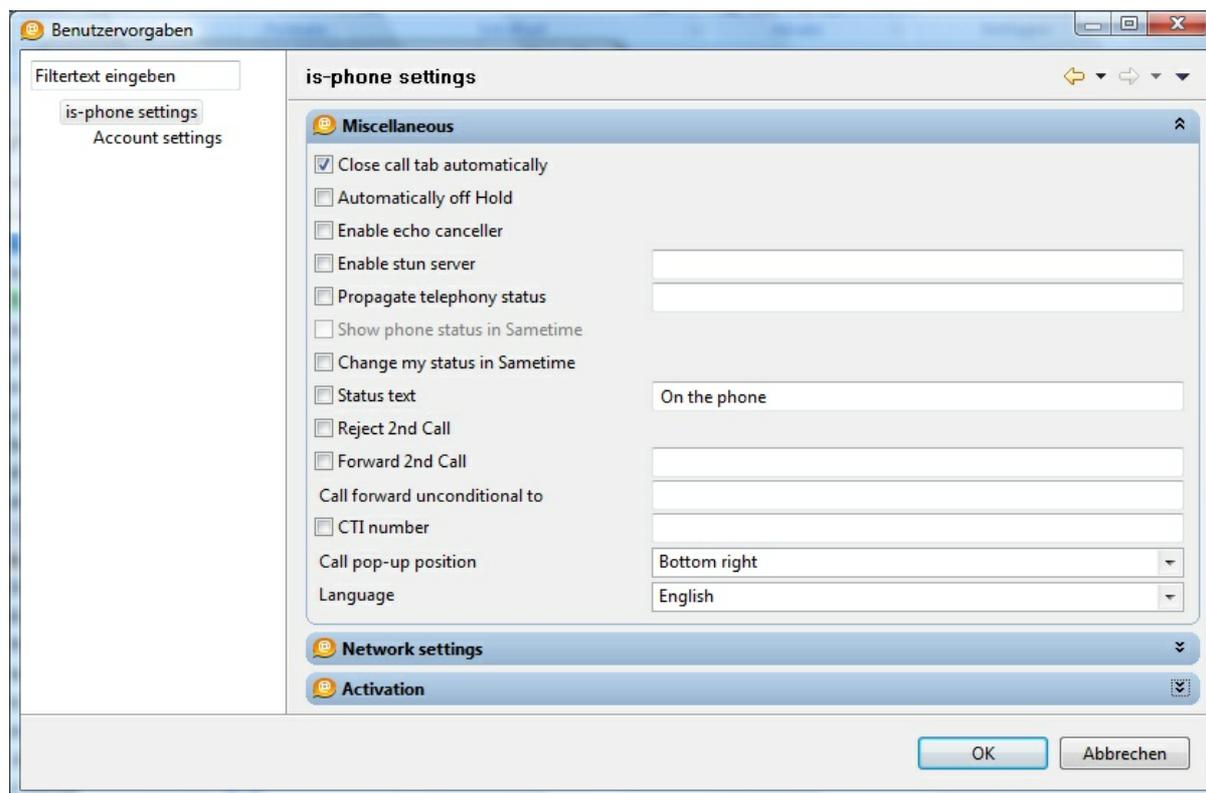
- *Feature Name*: Enter/edit a name
  - *Code to enable*: Enter/edit code that enables the feature
  - *Code to disable*: Enter/edit code that enables the feature
  - *Close ...Window*: Select if Call window should be displayed as call in a call tab or not
- Note:** We recommend to first test a feature set to YES)

## 5.2 Client Settings

You can access the client settings by clicking on "is-phone settings".



## 5.2.1 Miscellaneous Settings



- **Close Call Tab automatically:** After ending a call, the call tab stays open until the user closes it manually. By enabling "Close call tab automatically", the call tab will close automatically unless the user enters text in the note tab (Subject/Notes)
- **Automatically off Hold:** Takes the call automatically off hold before transfer
- **Enable echo canceller:** This will turn on echo cancelling
- **Enable stun server:** You can use STUN server by flag it and by defining the STUN server. Enter the TCP/IP Number or the DNS name of your STUN Server. Leave it blank if no STUN server is used
- **Propagate telephony status:** Displays additional phone status icons in the buddy list (if Instant Messaging is set)
- **Show phone status in Sametime:** This feature is not activated within the is-phone Portable
- **Change my status in Sametime:** Not supported
- **Status text:** Not supported
- **Reject 2nd call:** If you are in an active call and another call comes in, the 2nd call will automatically rejected
- **Forward 2nd call:** Enter the forwarding phone number. If "Reject 2nd call" is enabled, the 2nd call will be automatically forwarded to this number (e.g. voicemail)
- **Call forward unconditional to:** Forwards any call to this number if activated

- **CTI number:** Flag the box and enter a phone number that will be used for outgoing calls. If you have activated the CTI function in the is-phone Portable (on the right next to the call button. OFF status:



- **Call pop-up position:** You can select where the pop-up window for incoming calls will appear: Bottom right or Top left
- **Language:** Set the language that will be used when starting the is-phone client

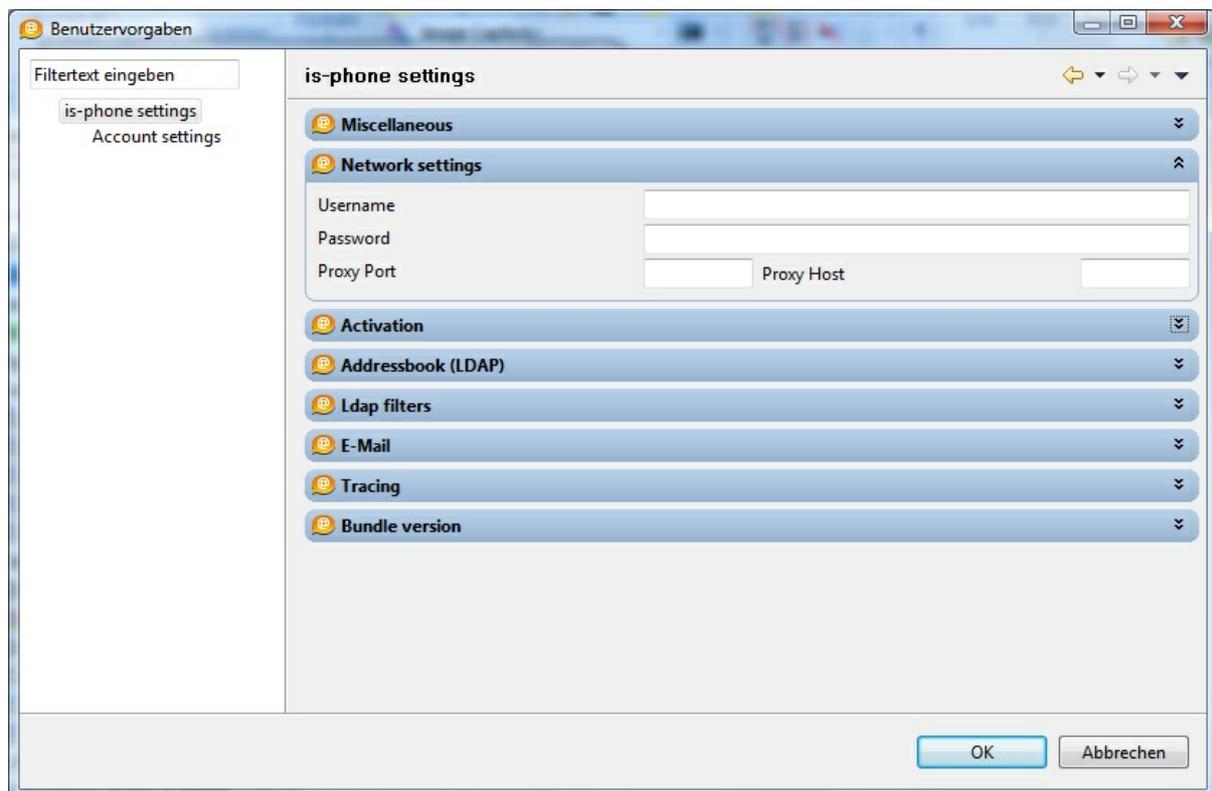
## 5.2.2 Network Settings for License Activation

If your internet connection goes through an https proxy, then you have to enter the following Proxy access information:

- *Username*
- *Password*
- *Proxy Port*
- *Proxy Host* (IP number or DNS server name)

to activate an is-phone Portable license.

**Note:** If you are not able to access the internet to reach our licensing server, then please contact [support@iscoord.com](mailto:support@iscoord.com).

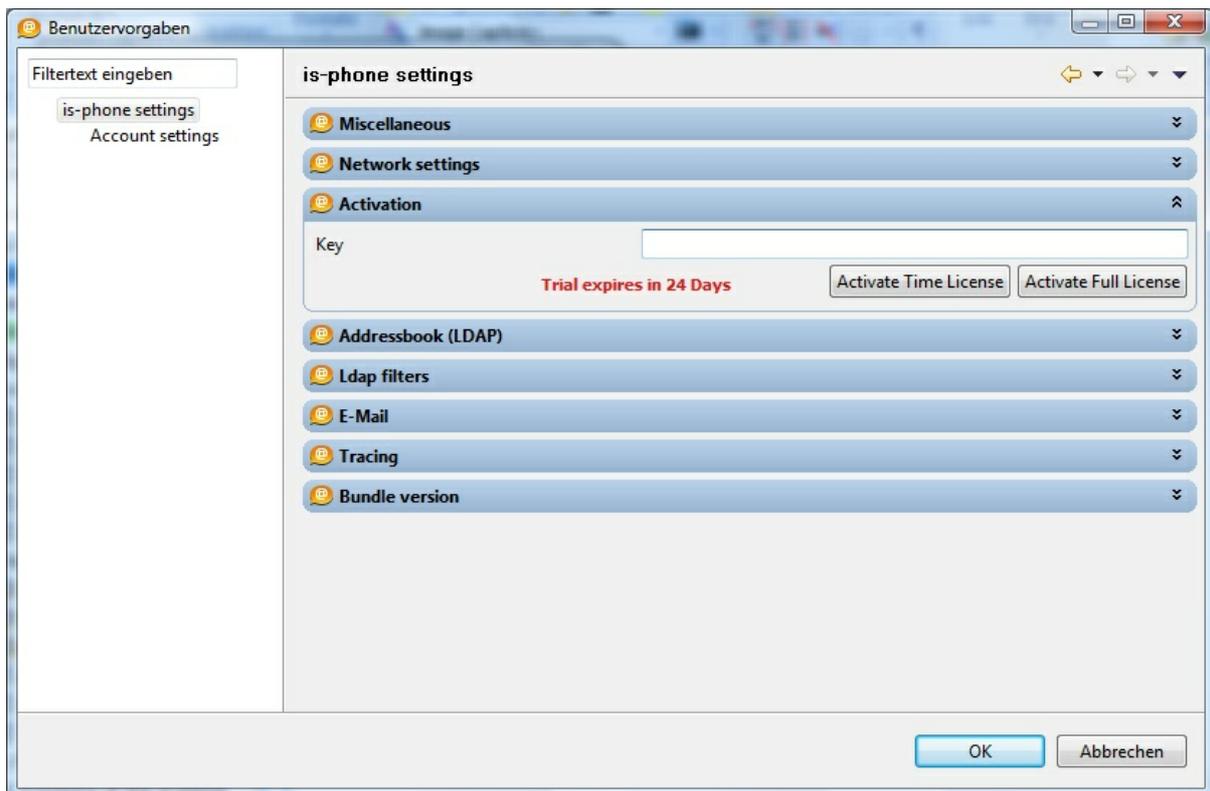


### 5.2.3 Activation Settings

If you are using a trial version of is-phone Portable and if you have internet access, the trial license will automatically be activated when you start the is-phone Portable and it will show you how many days are left till the trial expires (red text).

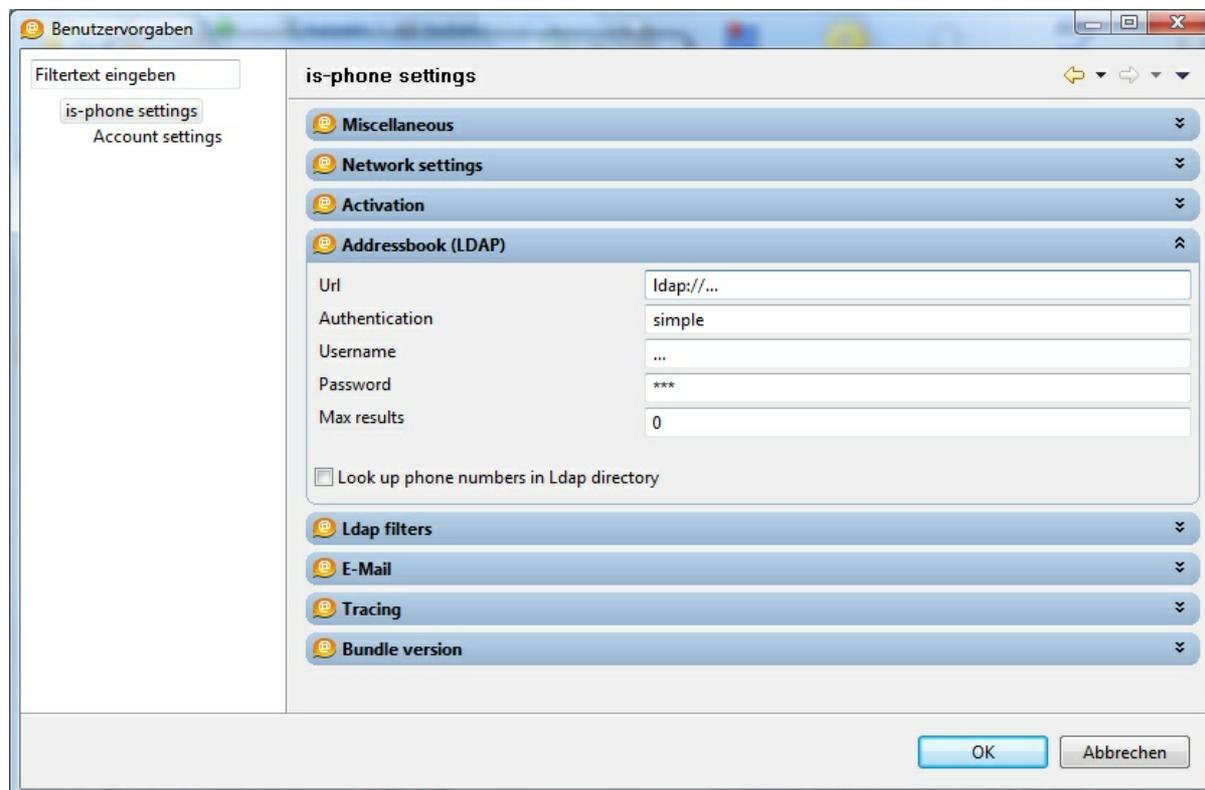
If you have a license key, please either

- Enter license key in the *Key* field and click "Activate Time License" if you have a time limited license for is-phone Portable  
or
- Enter license key in the *Key* field and click "Activate Full License" if you have bought a full is-phone Portable license



## 5.2.4 Addressbook (LDAP) Settings

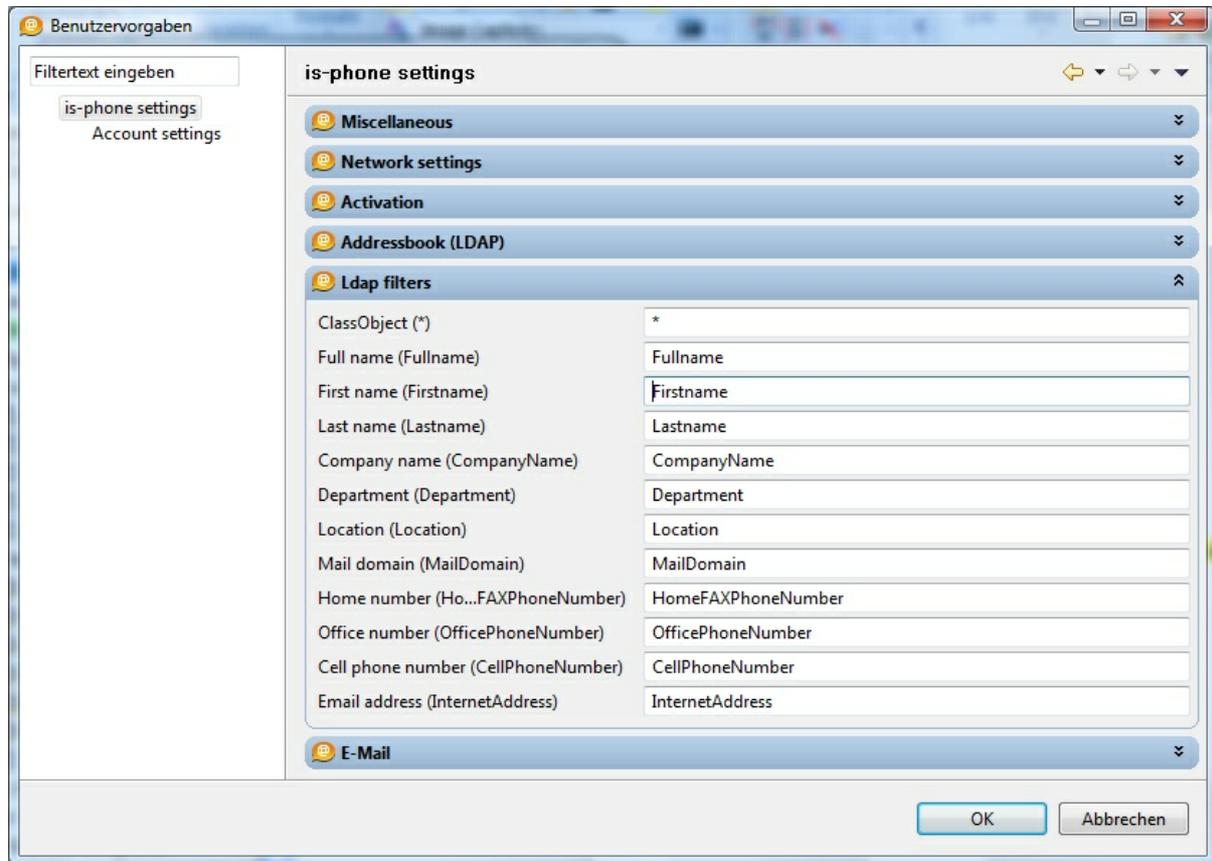
You can connect an LDAP directory by entering the server/authentication information.



- *Url*: HTTP address from your LDAP directory
- *Authentication*: Enter the authentication for accessing the LDAP directory. This is normally *simple*
- *Username*: Enter the username to access the LDAP directory
- *Password*: Enter the password to access the LDAP directory
- *Max results*: You can limit the maximum LDAP entries that will be loaded into the is-phone client. Default is 0
- *Look up phone numbers in Ldap directory*: The is-phone Portable client will automatically look up phone numbers in the LDAP directory so that the name etc. of a caller will be displayed e.g. in the incoming call pop-up window if found in your LDAP directory.

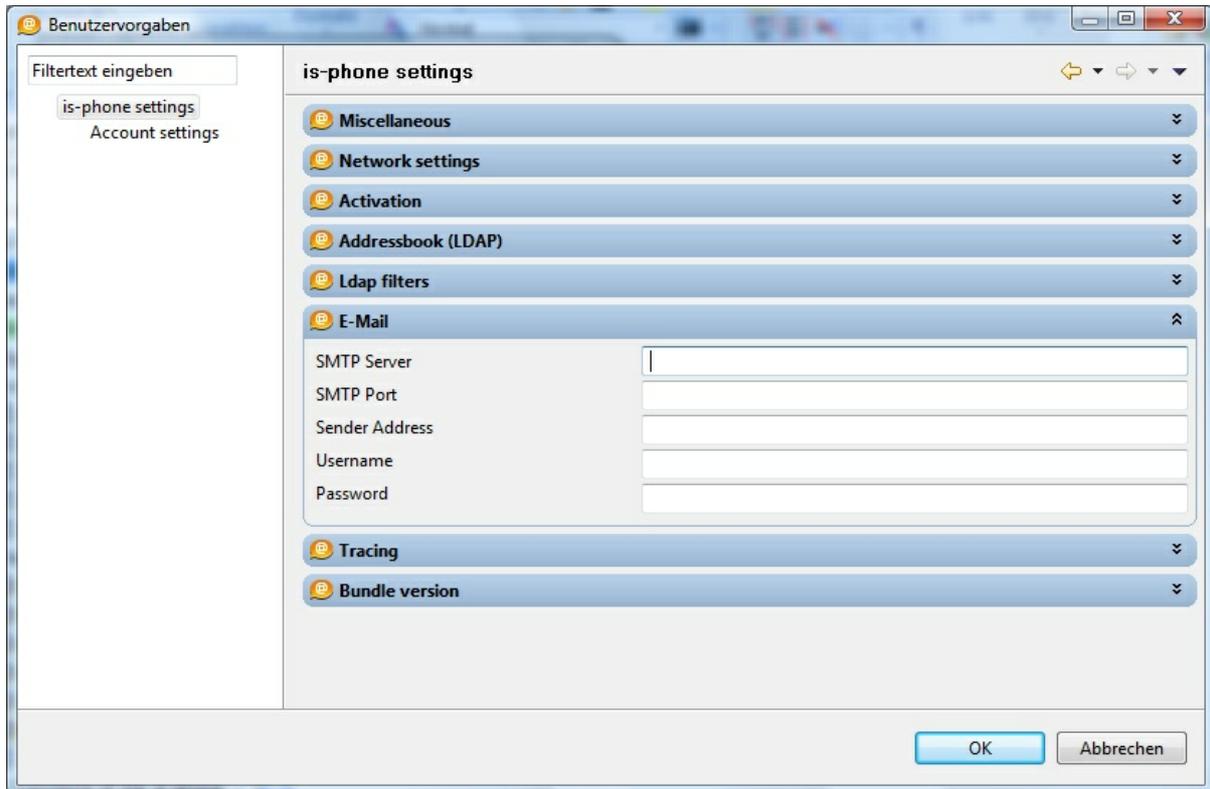
## 5.2.5 LDAP Filters Settings

You can set filters for LDAP by enter the field names of your LDAP directory. Default names are based on Lotus Domino LDAP server settings:



## 5.2.6 Email Settings

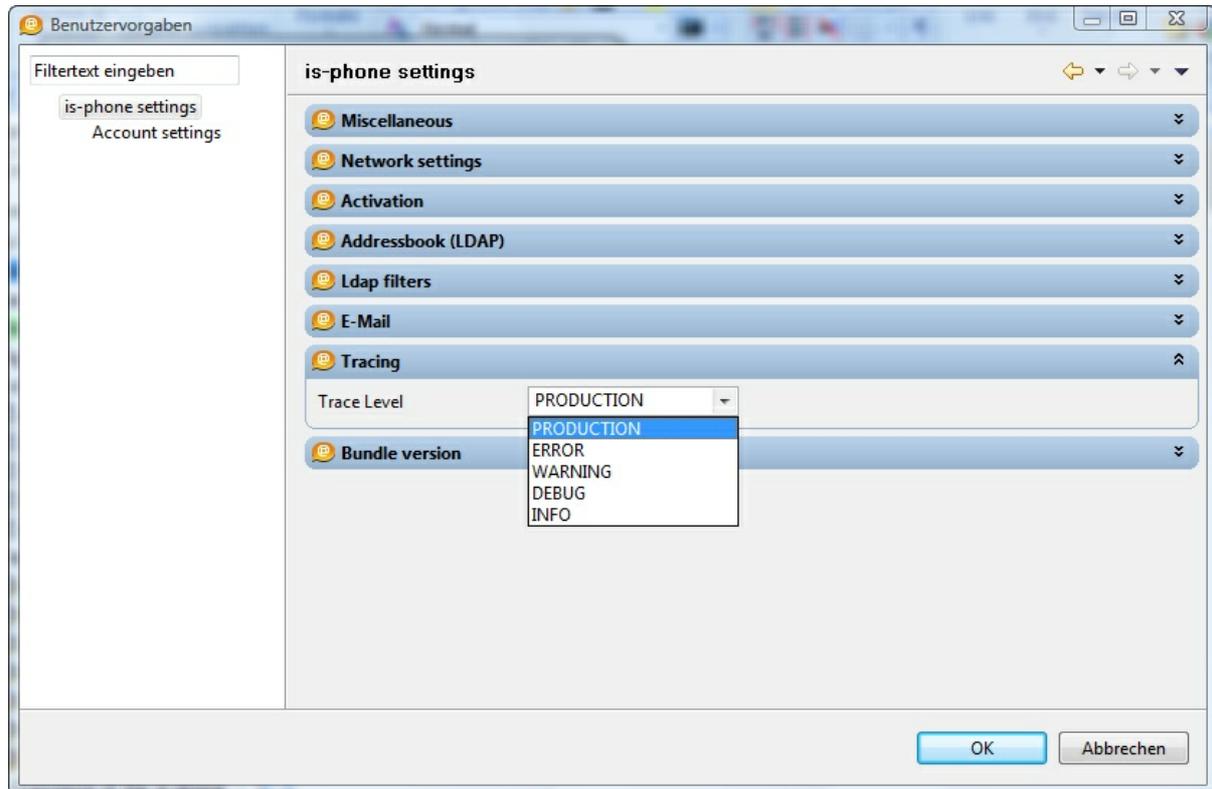
By entering an SMTP Server, you are able to send the call notes/recordings via email.



- *SMTP Server*: Enter the HTTP address of your SMTP server
- *SMTP Port*: Enter the SMTP port number
- *Sender address*: Enter the email address of the sender
- *Username*: Enter the username for the email account
- *Password*: Enter the password for the email account

## 5.2.7 Trace Level Settings

The trace level enables you to record traces for the iscoord support team.

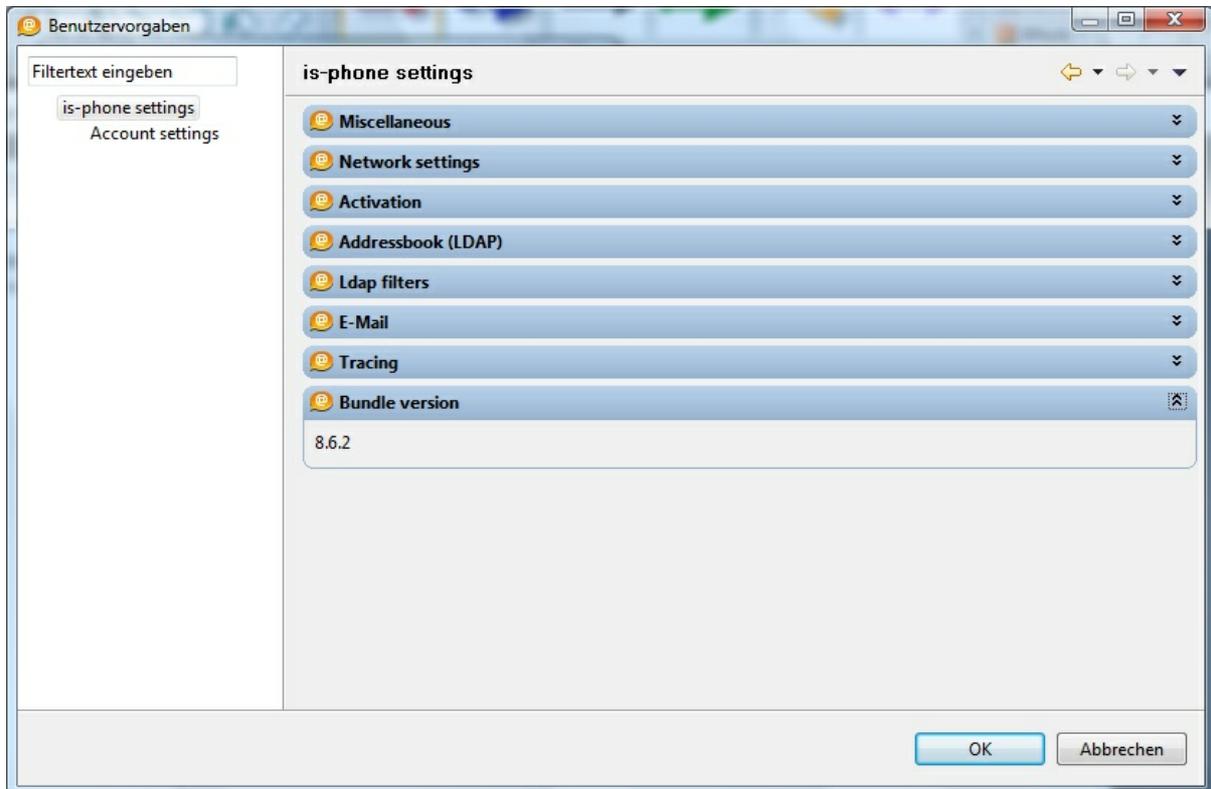


Please enable tracing by selecting the trace level according to instructions of the iscoord support team:

- PRODUCTION
- ERROR
- WARNING
- DEBUG
- INFO

## 5.2.8 Bundle Version

In this tab you can see the version of the is-phone Portable UC client you are using. In the following example, it is version 8.6.2:

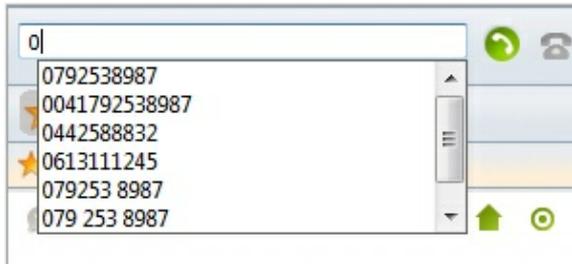


## 6 Basic Functions of the is-phone Portable

### 6.1 Handling Outgoing Calls

You have several possibilities to start a call:

- Enter a phone number in the dial field. Numbers that you have already dialed will appear in a drop-down window (forward typing function) and you can also select the number from the drop-down list



and

- press the *green Call button*



or

- press the *Enter key*

**Note:** If you have activated the *CTI button* , is-phone Portable will first start a call to the CTI number and then to the number in the dial field.

Please note that for outside calls you first have to dial the external line prefix (trunk access code). Here are some examples, how to dial:

- internal 856
  - local 0 456 3445
  - regional 0 719 456 3445
  - international 0 001 719 456 3445
- or
- formatted +1 719 535 9007 (recommended)

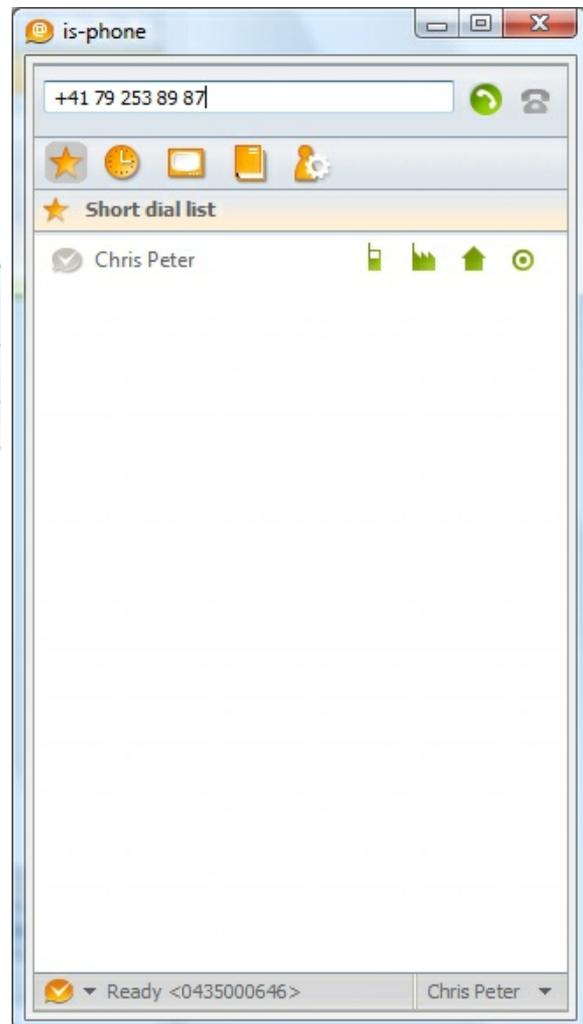
Spaces and special characters such as “/” and “-“ may, as a general rule, be included in the phone number. The trunk access code is 0 or 9 in many companies.

- Enter the *Short Dial list*



and select an entry by right mouse click on the entry and selecting the number you like to dial or click on one of the green icons

- Mobile phone: 



- Office phone: 
- Home phone: 
- Direct phone: 

- Enter the *History list*



and select an entry by right mouse click on the entry and select *Call*

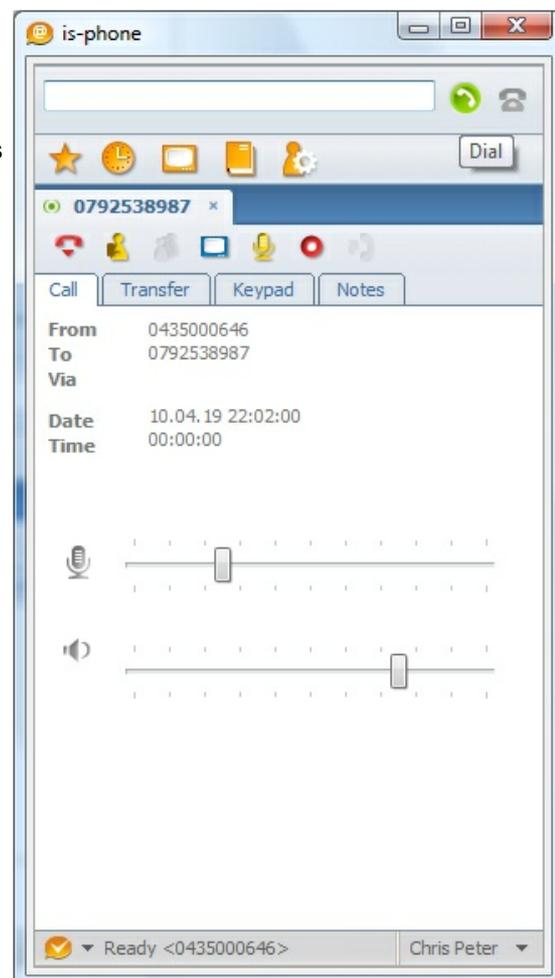
- Enter the *Address book list*



and select an entry by right mouse click on the entry and select *Call [number]* to start the call.

While a call is being set up, you will see a new call window tab that displays the phone number and on the left of the number

- a green dialing symbol when the dialing is in progress 
- a green head set icon when the call is established and connected 
- a red head set icon when the call has ended or couldn't be established/connected 



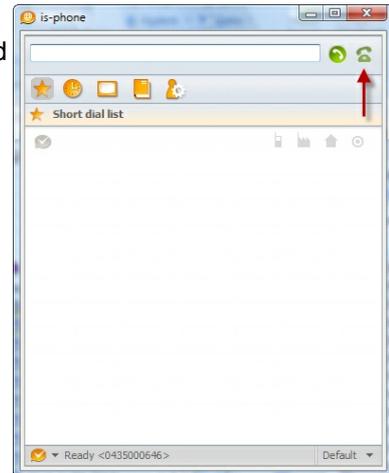
## 6.2 CTI Hardphone usage

When you click on the CTI phone icon (located right to the call button), then your configured (see [Miscellaneous Settings](#)) CTI phone (e.g. hard phone or mobile) will be used instead of the is-phone Portable softphone to place a call.

Inactive CTI function:  or 

Active CTI function: 

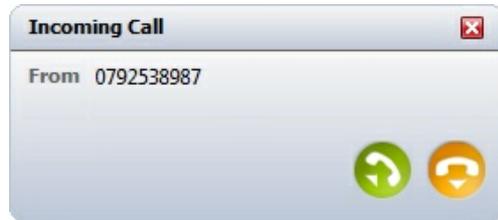
When the CTI function is active, the softphone first starts a call to your CTI phone (phone number or extension). When you take this call on your CTI phone, the call will be connected to the destination number you have entered in the dial field.



## 6.3 Handling Incoming Calls

When someone calls you, the caller's phone number will always be shown on your screen (except when numbers have been suppressed). Caller's name maybe displayed too, depending on your LDAP settings and addresses.

When someone calls you, a small alert window will appear on the screen to signal the incoming call. It will be acoustically signaled as well on the ringing device.



Then you have the following options:

- Accept the call by clicking on the green button



or

- Reject the call by clicking the orange reject button



## 6.4 Active Call

Every call you conduct will open a call window tab. Thus, if you make two or more calls simultaneously, you will have two or more window tabs open at the same time. While a call is in process, there are several options:

- Switch between active calls by clicking on the *Call Tabs*

- Disconnect a call:  or 

- Put Call on hold / off hold: 

- Start a conference call: 

- Switch audio call to a video call: 

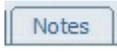
- Mute microphone of active call: 

- Record a call: 

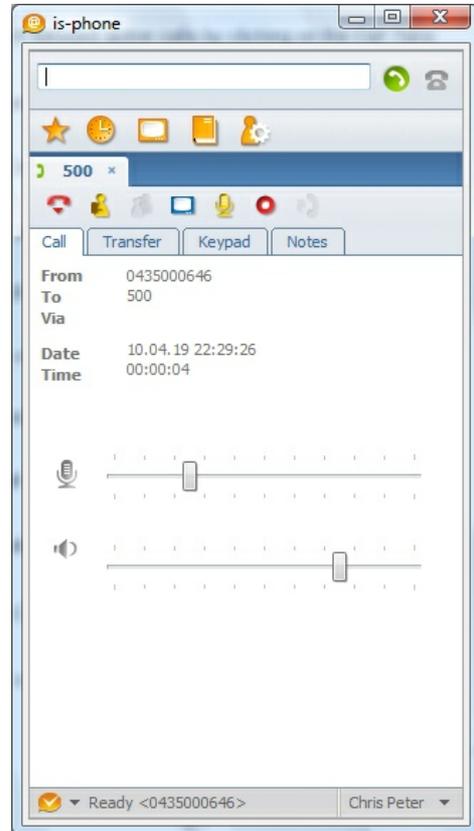
- Recall a number (only active when call has ended): 

- Transfer call: 

- Send DTMF tones: 

- Take call notes: 

- Change audio settings:



## 6.5 Put Call on Hold / Take a Call off Hold

Scenario: You have got a call and want to put it on hold / take it off hold.

- In an active call window, you can click on the *on/off hold icon*



and the call will be set to on hold, indicated by the *Hand symbol* in the *Call Tab*



and the now activated *on/off hold icon*

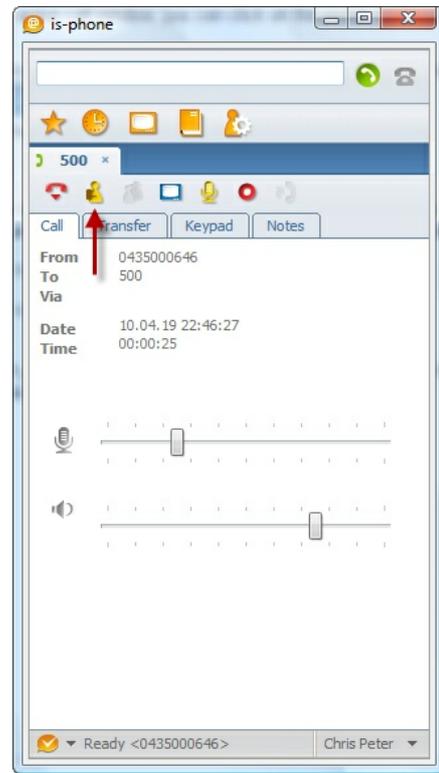


- To activate a call that is set to on hold, you need to select the respective *Call Tab* that is on hold and click the activated *hold/off hold icon* again till activation is off.

- Set call on hold icon: 

- Set call off hold icon (call is set to on hold): 

**Note:** If you have several calls active, when you put one call off hold, all other calls are put automatically on hold.

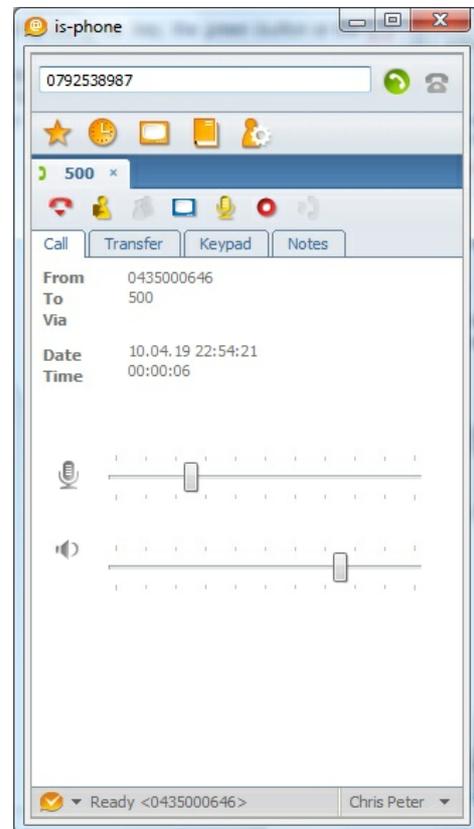


## 6.6 Place Additional Call

Scenario: You are in an active call and want to place an additional call (e.g. for consultation or a conference call).

There are several methods by which you may place an additional call:

- *Dial entry field* followed by the *Enter key*, the *green button* or the *CTI button* (when CTI button is activated)
- Dial out of the *Short dial list*
- Dial out of the *History list*
- Dial out of the *Address book*

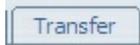


## 6.7 Connect Calls

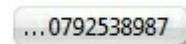
Scenario: You have a connected call and want to transfer it to someone else, but before doing so, you want to make sure that the other person is ready to take the call.

- Set up the second call, the active call will be put on hold automatically. Tell your second call partner that you have a call you wish to transfer to her/him

- Click on the Transfer tab



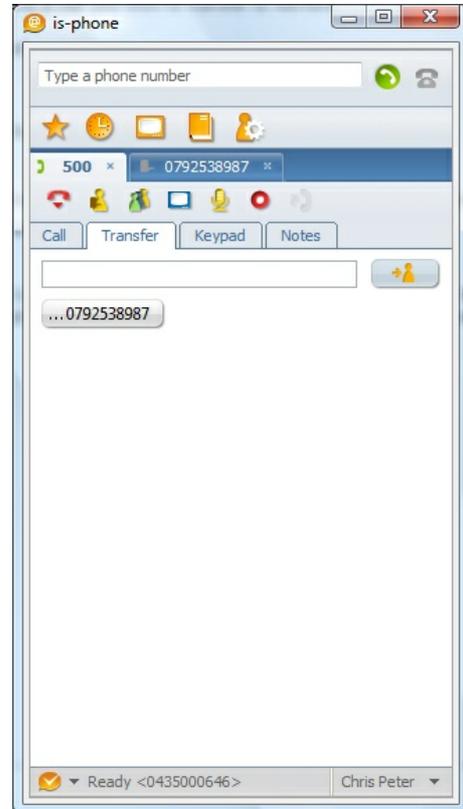
- Click on the the other number that will be displayed as button



to connect the two active calls. When the calls are connected successfully, the calls will end (indicated by the

red icon  within the *Call Tab*)

**Note:** If you have several calls active, all calls will be listed as buttons within in the *Transfer tab* and you can forward the call by simply clicking on the respective button.



## 6.8 Unattended Call Transfer

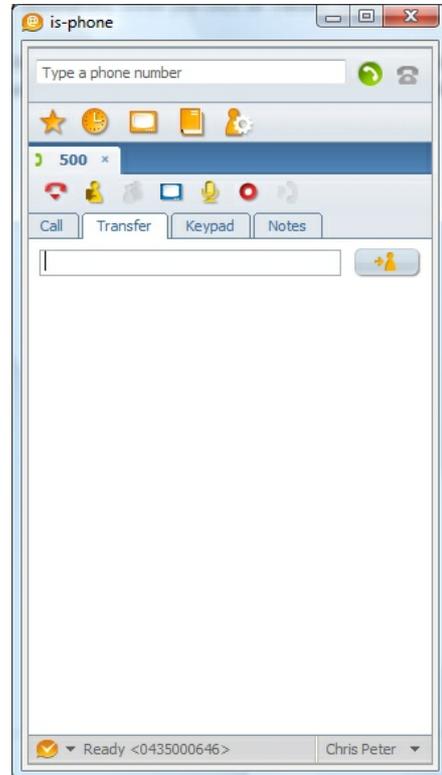
Scenario: You have a call you want to transfer directly to someone else without consultation and without having the second call to forward to already connected.

- When you click on the *Transfer tab* in the active call window, you can enter the new phone number (the transfer to destination). When you click on Transfer button



the call will be connected. When the calls are transferred successfully, the *Call tab* will indicate that the call has

ended (see *Call tab* with ended call icon  on the left side).



## 6.9 Switch between Calls

You can switch between active calls.

- Click on the *Call tab* of the party with whom you like to speak and that is on hold (indicated by the hand icon  )
- Click on the *On Hold icon* again to reactivate the call that is on hold. The activated *On Hold icon*



will be deactivated

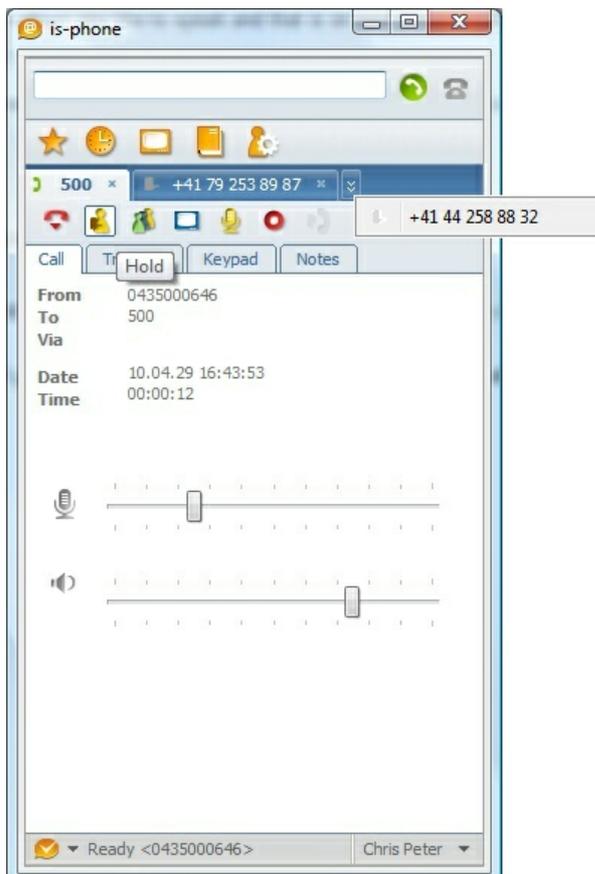
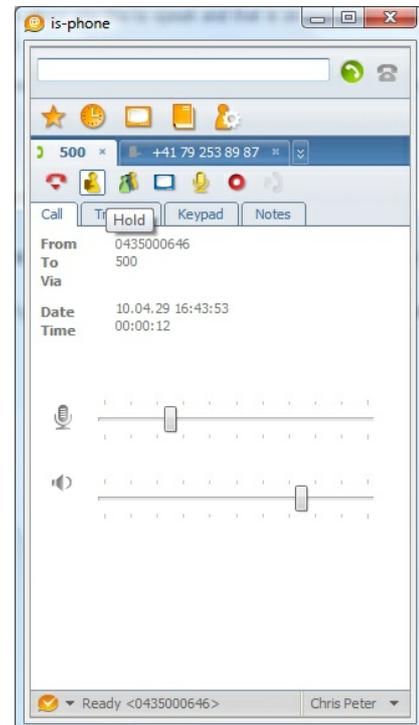


If another call is active, it will automatically put on hold.

When you have multiple calls active and you can't see all the calls in the tab, then click on the *Arrows*



to the right of the call tabs and you will get a drop down list with all calls. When you select a call, this call will be displayed as *Call tab*



## 6.10 Start Audio Conference Call

You can conduct audio conference calls with up to 16 participants (15 calls and yourself), depending on the performance of the PC workstation you are running the is-phone Portable.

- Call all participants of the conference call (one after the other)
- **Set up conference:** The active call and all calls on hold are linked into a conference by clicking on the conference button. The calls on hold will automatically set off-hold.

Conference button not activate:

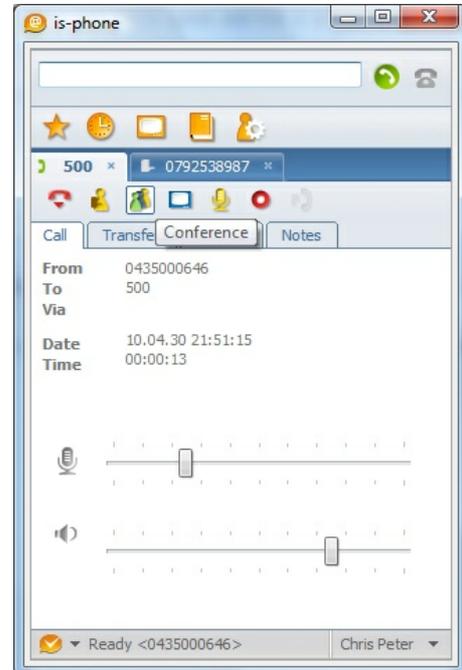


Conference button activated:



- **End conference:** End the conference either by clicking on the *Conference button* again or ending the individual calls

**Note:** The amount of simultaneous calls depends on your PC's performance and network connection.



## 6.11 Record Call

All calls can be recorded for personal use only. Be aware that your local system administrator can block this function. Please also note that the use of the call recording function is subject to your country's and company's legal requirements/regulations.

- Start recording: Press the *record button*



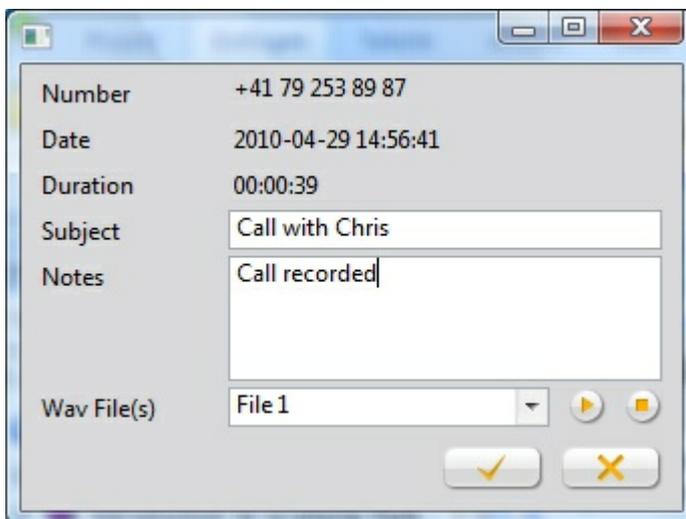
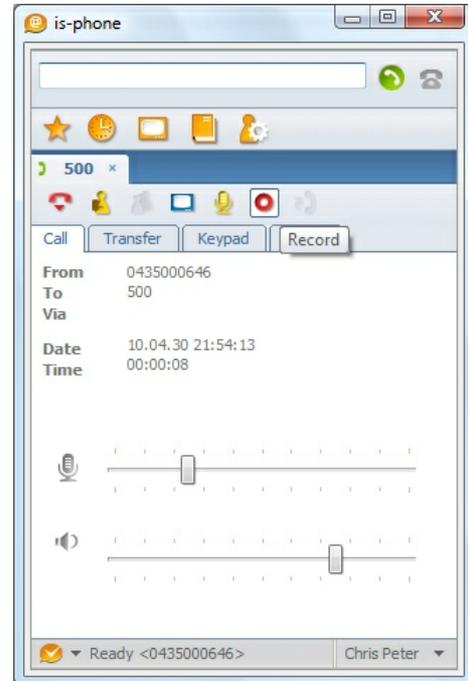
and the call in progress will be recorded.

There is a red bullet in the *Call tab* indicating that the call is being recorded



and the *Recording icon* is activated

- 
- Stop recording: If you click on the activated call *Recording icon*, the recording will be stopped.
- The recording will be saved in a *.wav file*. To access the recording, open the call log *History list* and *Double click* on the call that has been recorded.
- If the call has been recorded, this will be indicated by a filename in the field *Wav File(s)*. If you have made several recordings during one call, you can access all recordings with the drop-down menu.



- To listen to a recording, press the play button .
- To stop the playback, press the stop button .

## 6.12 Send DTMF Tones

By using the keypad, you can send DTMF tones, needed to navigate within menu systems for accessing for example voice mail messages. The DTMF system allows the user to interact with the menu by clicking keys on the keypad.

- To do this, click on the *Keypad tab* in the call window during an active call. The window shown on the right will be opened, and you can click on the required digits/characters, **using the mouse (NOT the keyboard)**. The digits you enter will be displayed in the client below the keypad.



## 6.13 Change Audio Settings during Active Call

You can change the audio settings during a call at anytime.

- Switch on/off microphone: When you switch off the microphone, your call partner will no longer be able to hear you, but you will still be able to hear your call partner (mute)

Not muted: 

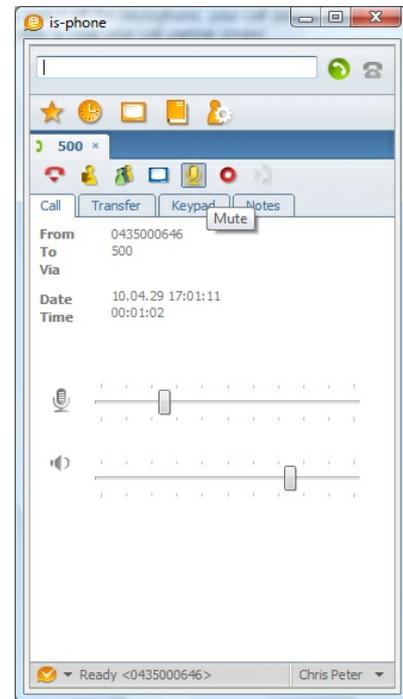
Muted: 

- Set microphone and speaker volume: If you are talking too loud or if you have trouble hearing the person you are talking to, you can temporarily change the audio volumes.

Microphone settings icon: 

Speaker settings icon: 

**Note:** When starting a new call, the audio settings will be set according to the default configuration in the settings.



## 6.14 Take Call Notes

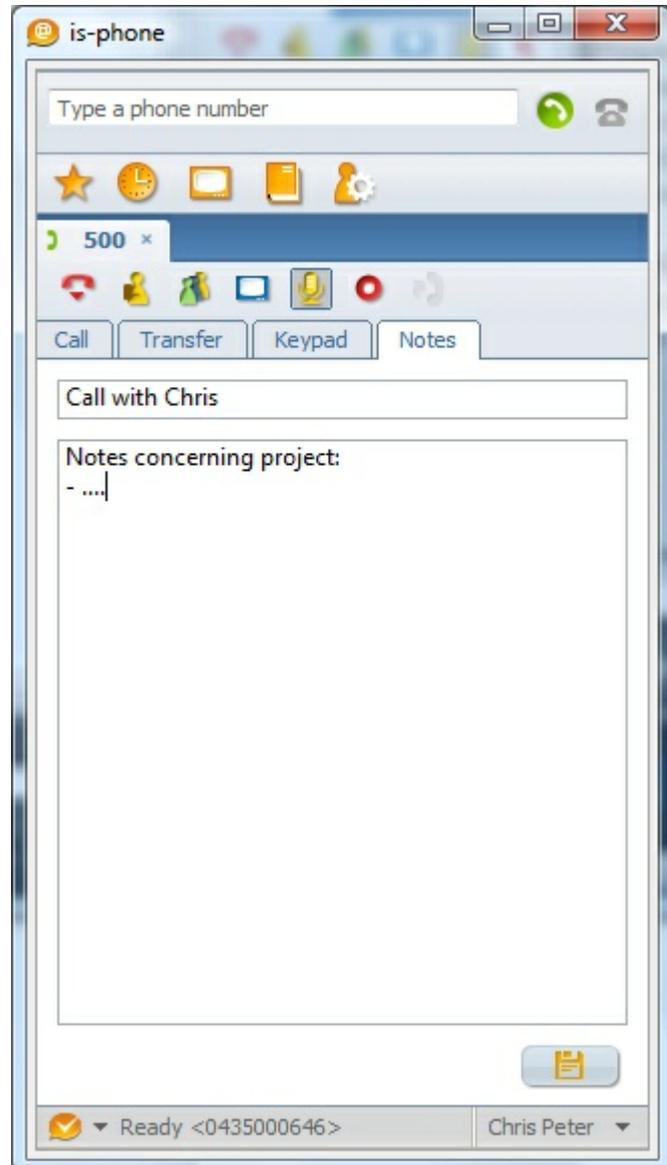
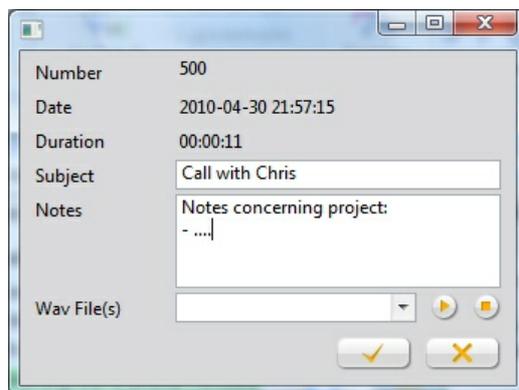
You can take notes in the call window at any time while the call is in progress or finished. The notes will be stored in the history.

- Click on the *Note tab* and start writing
- By clicking on the *Save icon*



the notes will be saved and can be accessed within the history

**Note:** The notes will be saved together with call information, such as number, date, time etc.



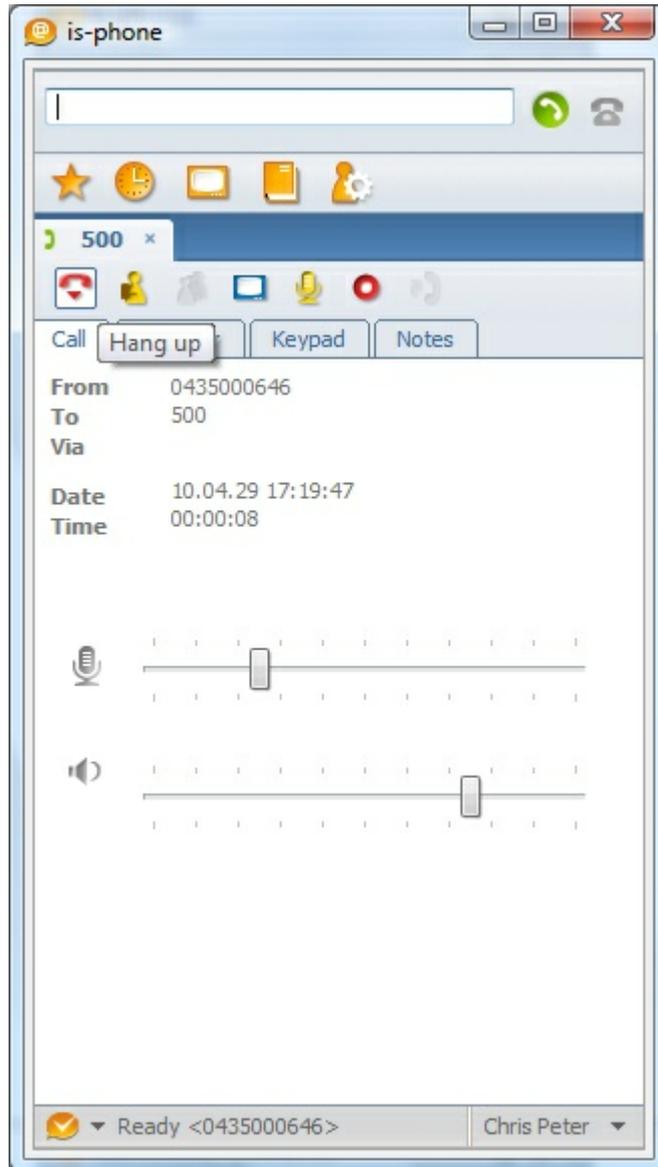
## 6.15 Disconnect Call

- You end a call by clicking the red hang-up button



or

- by closing the call window

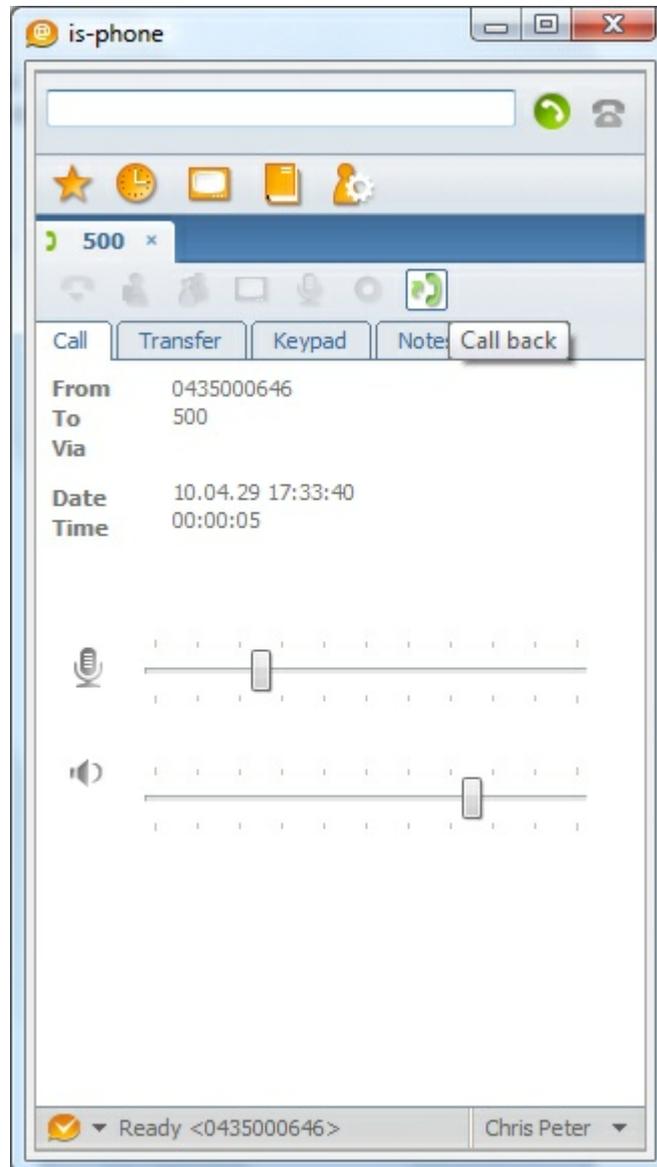


## 6.16 Redial

You can redial a number by clicking on this icon within the call window after a call has been disconnected.



- If you have made a call and you have ended the call by clicking on the orange button (NOT by closing the call tab), you can click this icon and the is-phone Portable will redial the number
- If you have answered a call and you (with the orange button, NOT by closing the call tab) or the caller has ended the call, you can click on this icon to redial the number of the caller again



## 6.17 Show Availability Status

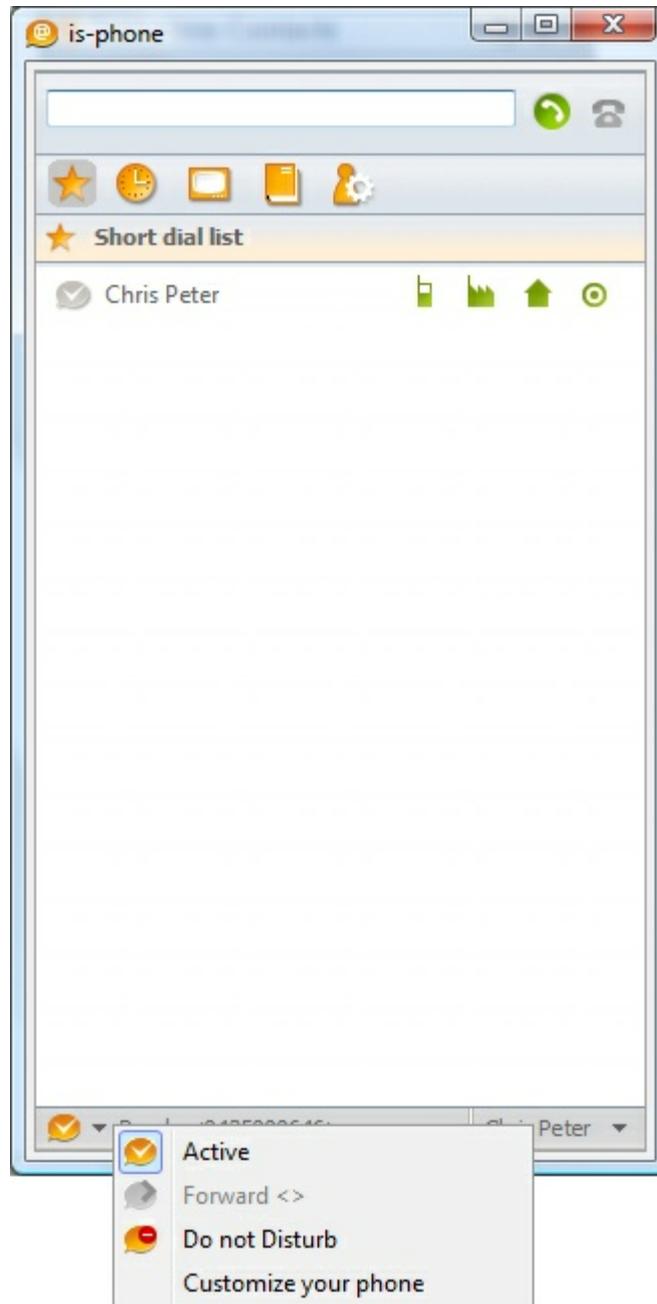
Availability refers to the ability to see whether a person is available: “online”, “on the phone”, “busy” and so on. The status is displayed within calls, contacts and the short dial list.

You can manually set your availability status anytime.

- Click on the status icon to change your status:

- Online: 
- Offline: 
- Do not disturb: 
- Forward <...>: 

- Click on *Customize your phone* to change the [Client Settings](#).



## 7 Other Functions of the is-phone Portable

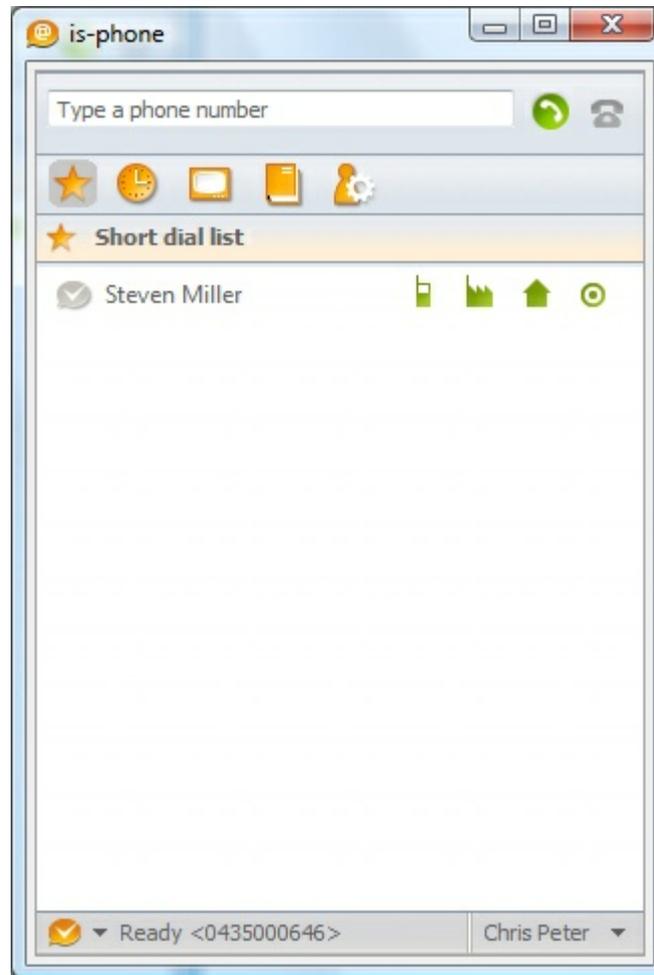
### 7.1 Short Dial List

From the short dial list, you can directly start phone calls or chat conversations just by clicking the appropriate icon next to the short dial entry.

- Mobile number: 
- Office number: 
- Home Number: 
- Direct phone number: 

On the left side of the name you can see the status of the entries/ contacts:

- Online: 
- Offline: 
- On the phone: 
- Do not disturb: 
- Forward <...>: 

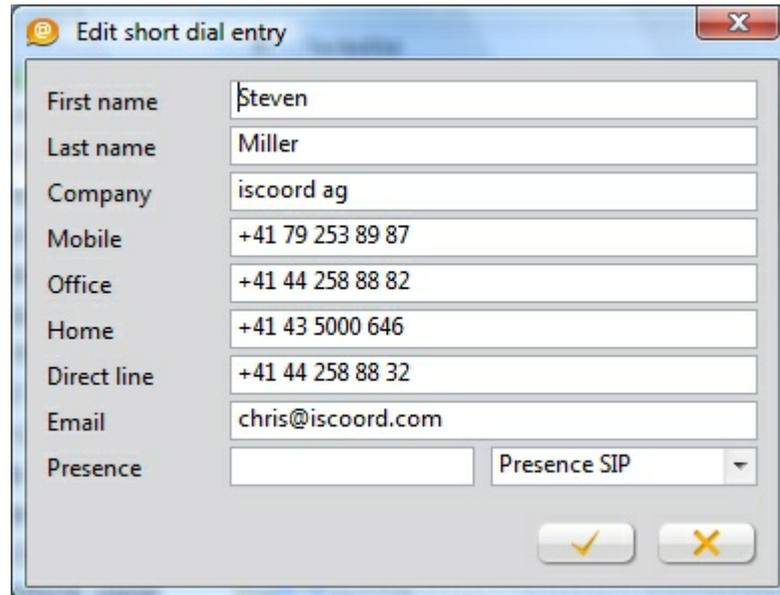


You can edit an entry by

- double clicking on **the name** or
- right click and click on one of the contact fields.

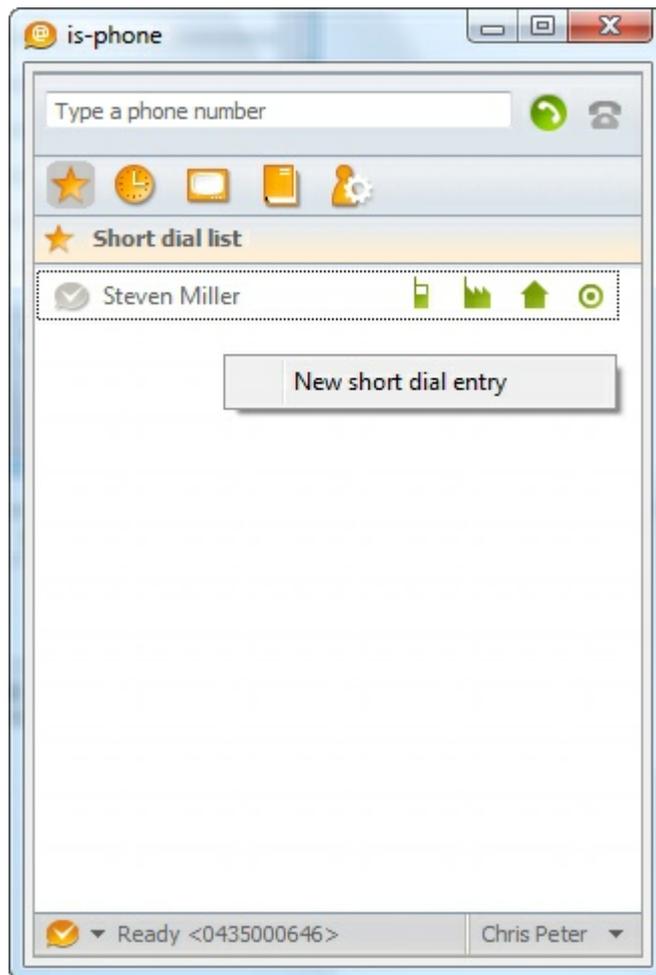
You can enter:

- *Firstname*: Enter first name e.g. David
- *Lastname*: Enter last name e.g. Tucker
- *Company*: Enter company name
- *Mobile*: Enter mobile phone number
- *Office*: Enter Email address
- *Home*: Enter home phone number
- *Direct line*: Enter direct phone number
- *Email*: Enter Email address
- *Presence*: Enter presence name of the entry



|             |                                   |
|-------------|-----------------------------------|
| First name  | Steven                            |
| Last name   | Miller                            |
| Company     | iscoord ag                        |
| Mobile      | +41 79 253 89 87                  |
| Office      | +41 44 258 88 82                  |
| Home        | +41 43 5000 646                   |
| Direct line | +41 44 258 88 32                  |
| Email       | chris@iscoord.com                 |
| Presence    | <input type="text"/> Presence SIP |

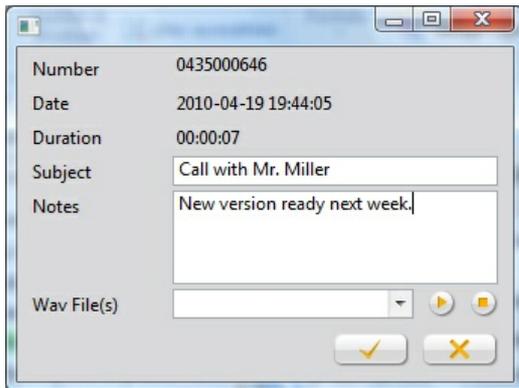
- add an entry by right click below the last entry (white space)
- delete an entry by selecting the entry with the mouse and press *Delete*



## 7.2 Call Log History

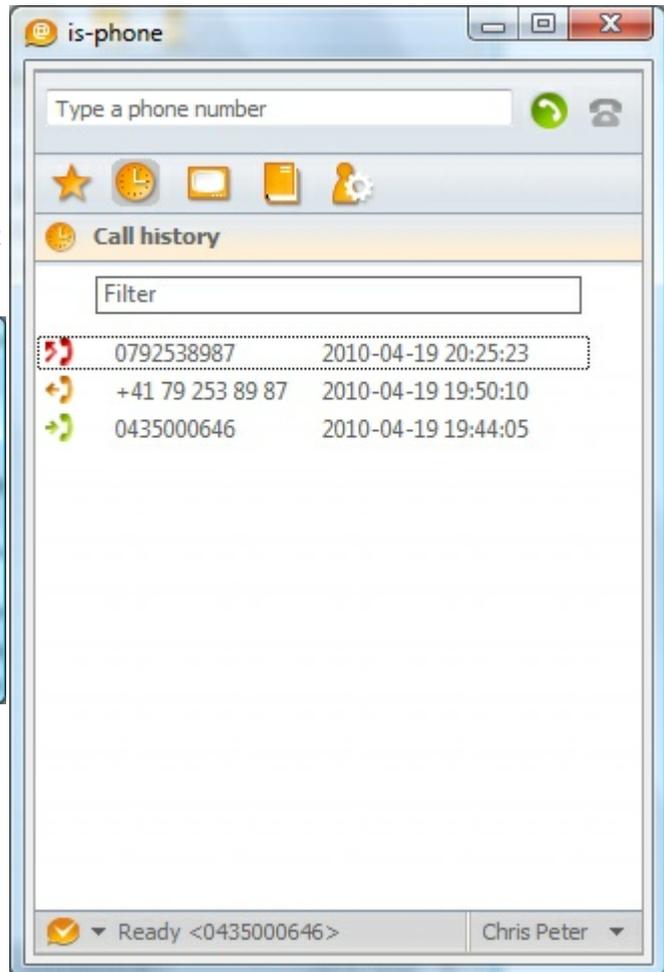
All calls are logged in the Call Log tab window

- Green handset = incoming call: 
- Orange handset = outgoing call: 
- red handset = missed call: 
- *Double click* on a call: You can see and edit the call with all details:



- *Right mouse click* on an entry to call the number, edit the entry, delete the entry or email the entry:

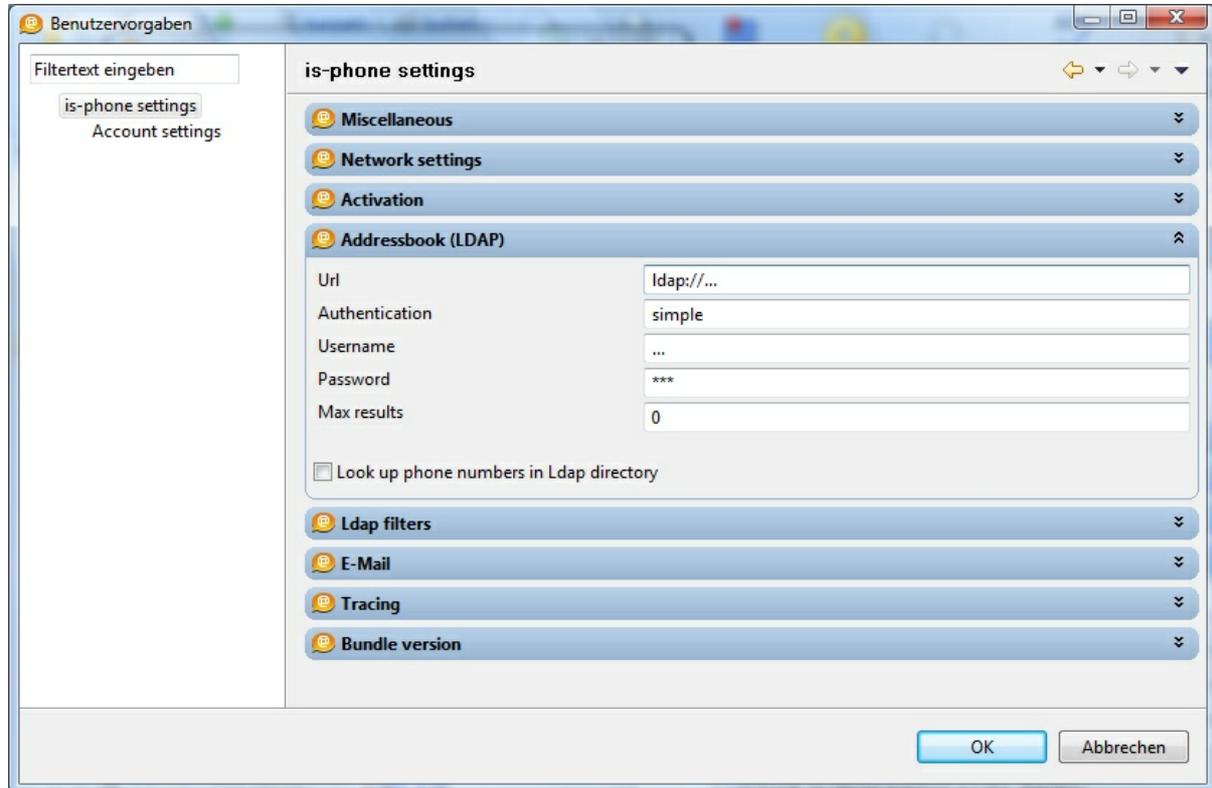
|         |              |
|---------|--------------|
| Call    | 500          |
| Edit    | Enter        |
| Delete  | DEL          |
| Mail to | SHIFT+CTRL+M |



## 7.3 LDAP

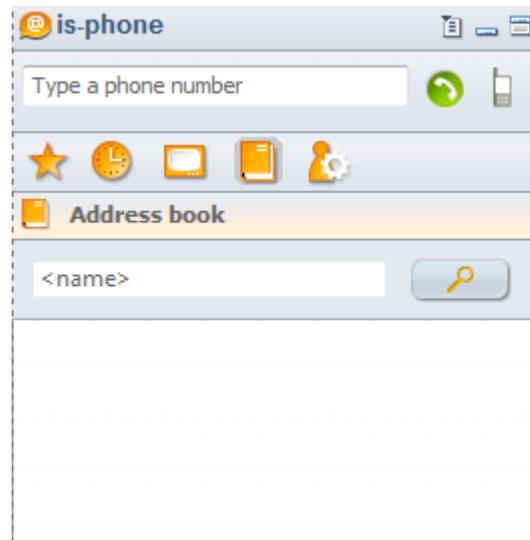
With this function, you have a direct access to contacts through LDAP.

To use LDAP, you need to configure it in the [Phone Settings](#):

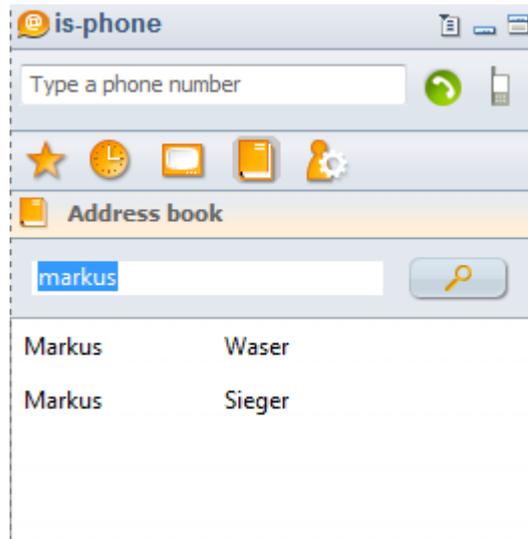


When you have correctly entered the LDAP connection, you can search for contacts in the address book.

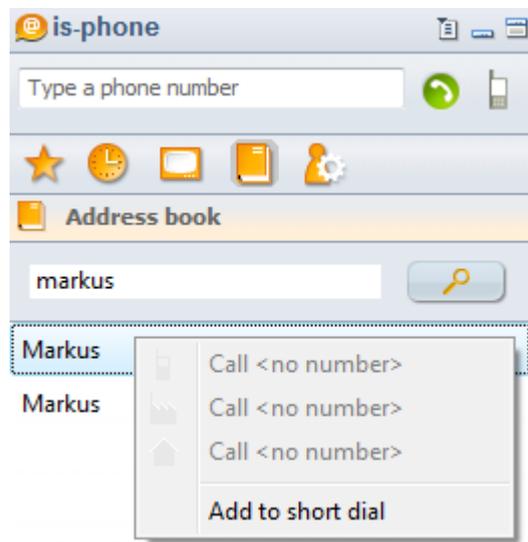
- Enter first or last name or the first letter of a name you are search into the search field (<name>) and press the search button



- The respective names will be shown in the listing



- With a *right-click* on a name, you can dial the number.
- If in the LDAP directory no phone number was entered, this will be shown as *Call <no number>*.
- You can also add an entry to the short dial list by selecting *Add to short dial*



You can select/search (forward typing is supported) the address book by entering

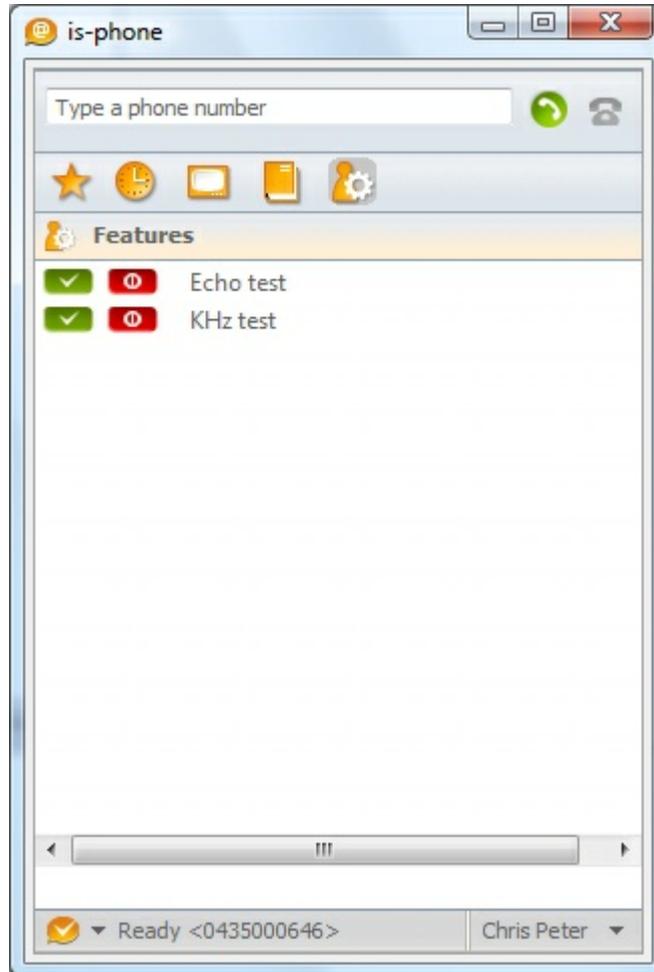
- Name (first name and/or last name e.g. "Rob M" for e.g. Robby Menge)

**Note:** To delete a contact in the address book, you need to delete the entry within the LDAP directory. To add a contact, enter the contact within your LDAP directory.

## 7.4 PBX Feature Codes

You can use the feature codes defined in the [setting](#) by clicking on the *Feature icon*: 

- Turn on feature: 
- Turn off feature: 



## 7.5 Video Function

Calls made with is-phone Portable work without a video cam, although a camera is necessary for video calls to remote parties. is-phone Portable supports most USB video cams. If no camera is installed, there is an option to display an image (format .jpg). Details how to configure can be found in the "Configuring the is-phone Portable" chapter.

By clicking on the *video icon*  during a call, the client switches to the *Video Tab* and the *video button* is

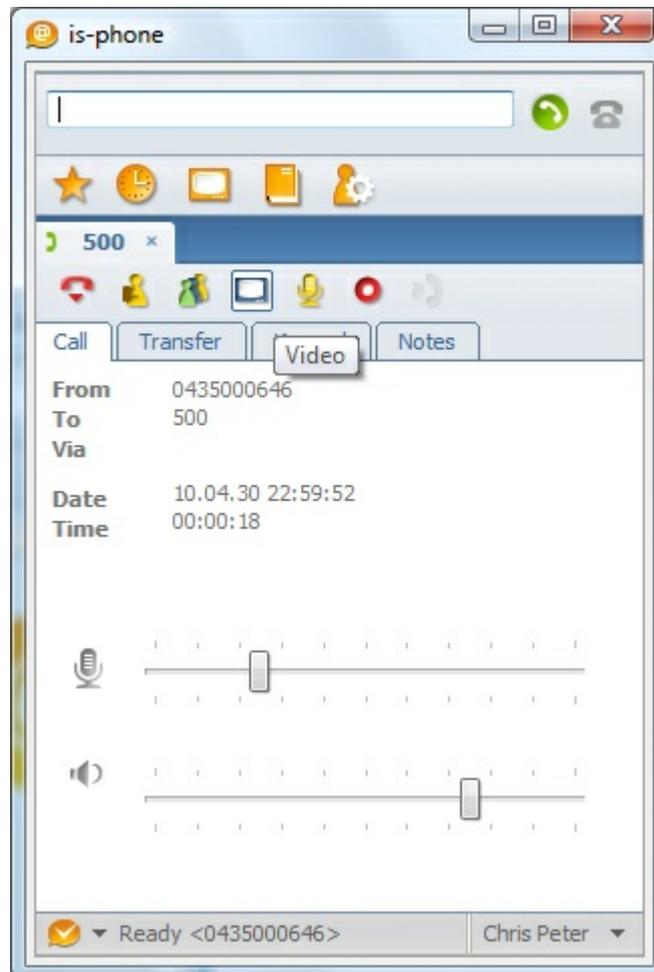
turned active  (inactive:

). If you turn back to the active call window by clicking on the *Call Tab*, the *video*

*icon* is turned on  and indicates that you are still in a video call.

You can turn on you camera by flagging the box "Video on":

Video on



If the camera is off, the other participant/s can't see your video picture and will see either nothing or the static picture you have uploaded (see chapter Account Settings/[Video Settings](#)).

If you are in a call and the other party has video turned on, then you will see the caller when clicking on the video button .

If you are in a conference with 1 till 7 other parties and everybody has turned on video, then you will see all conference call attendees.

**Note:** The amount of simultaneous video calls depends on your PC's performance and network connection. Therefore it is recommended to not exceed video conferences with more than 4 participants (incl. yourself). Depending on the codec used and the connection of your video call partner/s, the switch to video call/s can take some seconds and partial pictures can appear.

**Note:** We recommend to use the H.264 video.

**Note:** Please secure that both parties has the same video codec enabled.



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## 9 Support

Please report any problem by email to [support@iscoord.com](mailto:support@iscoord.com) or use our online support page <http://www.iscoord.com/support/support-overview.html>.

## 9.1 Audio quality problems

If you have bad audio quality, then please check the audio definitions of your device (Windows Control Panel – Sounds and Audio Devices - Windows Volume Control).

Following settings are important and needs to be adjusted for proper sound quality:

- Volume Control
- Wave
- Microphone
- Line In

Please check if no one of the devices is muted and if they are adjusted accordingly.

## 9.2 Audio device problems

Most problems occur due to wrong audio settings and poor voice quality is normally a result of inadequate audio settings.

You can define audio devices for each profile. When you change the profile, the appropriate audio devices will be initialized. If for any reason a defined audio device is not available at that time, is-phone is switching automatically to the default device of the operating system (Control Panel in Windows).

**Keep in mind:** if you change a profile, the required device will be initialized automatically. If the defined USB handset or headset is not available, the is-phone Portable uses the standard device defined in the operating system (Windows Control Panel).

**Note:** If you install a new audio device, we recommend running a hardware test which is part of the Windows operating system. Follow these instructions:  
Start ' Settings ' Control Panel ' Sounds & Audio Devices ' Voice ' Click on button Test hardware ' follow the Sound Hardware Test Wizard. It helps to improve the audio quality.

Without a USB handset/headset, the is-phone Portable is using the internal sound devices, e.g. speaker/microphone of the PC or notebook. For use in business, we do not recommend working with integrated hardware (echo, quality etc.).

## 10 Glossary

|                              |   |
|------------------------------|---|
| <b>Codec</b>                 | The format by which audio or video streams are compressed for transmission over networks.   |
| <b>CTI</b>                   | Computer telephony integration - use contacts stored in PC workstation to initiate phone calls.   |
| <b>DTMF</b>                  | It is used for control purpose, such as the telephone answering machine (also known as "touch-tone").   |
| <b>IP</b>                    | Internet Protocol - A data-oriented protocol used for communicating across a network. IP is the most common protocol used on the internet.                                    |
| <b>IP address</b>            | Unique number that devices use to identify each other in an IP-based computer network.  |
| <b>PSTN</b>                  | Public Switched Telephone Network - The traditional land-line phone network.  |
| <b>Registrar</b>             | A registrar is a server in a Session Initiation Protocol (SIP) network which accepts SIP register requests.   |
| <b>RFC</b>                   | Request for Comment - a document which describes a particular internet technology. RFCs may be a proposals, drafts or full internet standards (IETF standards).               |
| <b>RTP</b>                   | Real-time Transport Protocol - Protocol for delivering the media portion of a data transmission over an IP network. SRTP is another media protocol.                           |
| <b>Signaling</b>             | The information in a VoIP call which establishes and controls the connection as well as managing the network. The non-signaling portion of the call is the media.             |
| <b>SIP</b>                   | Session Initiation Protocol -the signaling protocol which the is-phone Portable follows for phone calls.  |
| <b>SIP account</b>           | An account which provides users with the ability to make VoIP phone calls. The account encapsulates the rules users must follow and the telephony functions users can access. |
| <b>SIP address</b>           | The address used to connect to a SIP endpoint (i.e. the "phone number" used in a VoIP phone call). An example would be: sip:josephq@domainabc.com.                            |
| <b>Softphone</b>             | A softphone enables voice over IP telephone calls from any PC workstation and notebook.   |
| <b>TCP</b>                   | Transmission Control Protocol - a transport protocol for delivering data over an IP network. Other transport protocols include TLS and UDP.                                   |
| <b>UDP</b>                   | User Datagram Protocol - a transport protocol for delivering data over an IP network. Other transport protocols include TCP and TLS.  |
| <b>URL</b>                   | Uniform Resource Locator – a URL identifies a name or address and indicates the network mechanism used to access the resource.  |
| <b>USB device</b>            | Universal Serial Bus - device that follows a specific communications standard (e.g. handset or headset).  |
| <b>VoIP</b>                  | Voice over Internet Protocol – a variation of IP used for sending voice data over the internet.   |
| <b>VoIP service provider</b> | A business that provides VoIP service, allowing users to make VoIP phone calls using SIP softphones or hard phones (e.g. is-phone Portable).                                  |
| <b>Wav</b>                   | File format standard for storing audio on PC workstations.  |

More information about is-phone products:

<http://www.iscoord.com>

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