IP Office

IP Office Softphone User Guide

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Contents

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.
- The IP Office Softphone includes an icon to indicate your do not disturb status. The icon can be clicked to change the status.
- A Speed Dials tab is available. It contains buttons to which you can assign numbers to dial and name labels. For buttons that match another extension number, the button color indicates when that user is busy.

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.

1.2 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.

1.3 IP Office Softphone Login

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

1. Enter your user name, password and login server into the corresponding fields.

2. Select the bandwidth profile for your network.

   - Use the standard setting 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.

3. If you are the only person who uses the PC, you can use the Remember login information setting to have IP Office Softphone remember the name and password.

4. Selecting the Login automatically option will allow you to skip the login process the next time you start the IP Office Softphone. The logging in process is still displayed for a few seconds in order to allow you to interrupt it if necessary.

5. Minimize to System Tray will do just that after the login has been completed successfully. Use this option if you don't immediately intend to use IP Office Softphone but want it running and available.

6. Click Log in. The progress of the login is displayed and details of which audio devices the IP Office Softphone is using are also shown.

Hot Desking with IP Office Softphone

If you normally work from a phone on the IP Office telephone system or are temporarily logged in at one, logging in to IP Office Softphone will automatically log you off that phone and redirect your calls to your IP Office Softphone.

1.4 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)

    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 2.
Using the IP Office Video Softphone

2. Using the IP Office Video Softphone

2.1 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.

IP Office Softphone can be set to start automatically when you start Windows. This is controlled through the IP Office Softphone preferences 36.

2.2 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.

2.3 The IP Office Softphone Windows

You can arrange the IP Office Softphone window to suit your needs, showing or hiding many of the controls.
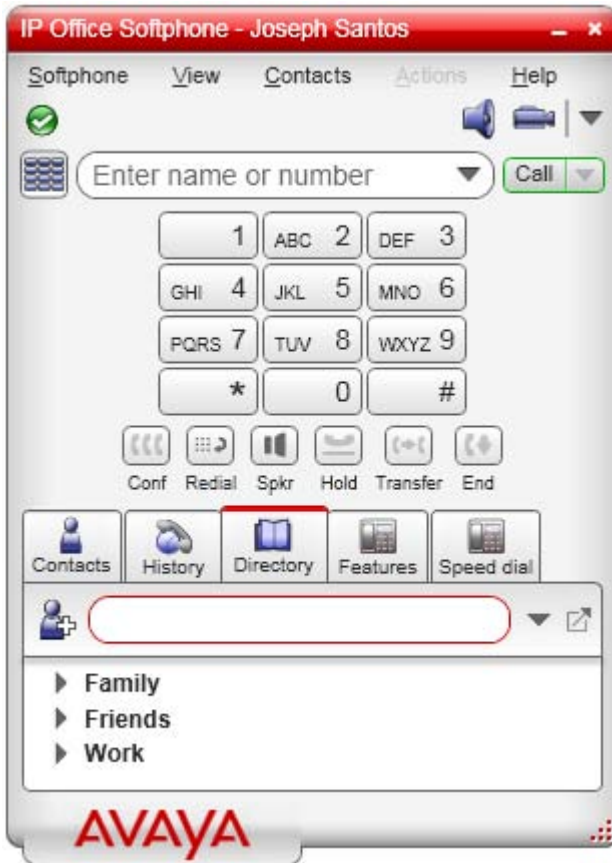
- ✅ / ⛔ Do Not Disturb Off/On
  This icon indicates whether you have do not disturb on or off. Clicking on the icon makes a call to the IP Office phone system to change the current state. When you have do not disturb on (⛔), calls to you are redirected to your voicemail if available, otherwise they receive busy.

- ▦ 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 in-call buttons on the dialpad**.

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

  - Show Contacts and History
    Show or hide the Contacts 25ᐟ, History 29ᐟ, Directory 30ᐟ and Features 32ᐟ 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

2.4 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.
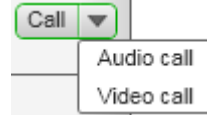
There are many ways in which you can select or enter a number and then make a call. They are outlined in the table below. Once started, the outgoing call opens in its own call panel within the main IP Office Softphone window. You will hear a ringing tone while the IP Office Softphone attempts to make 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.

2.5 Placing Another Call

To place a new call without hanging up on the current call, simply place a call 15 in the normal way. A second call panel appear below the existing call and the existing call is automatically put on hold.
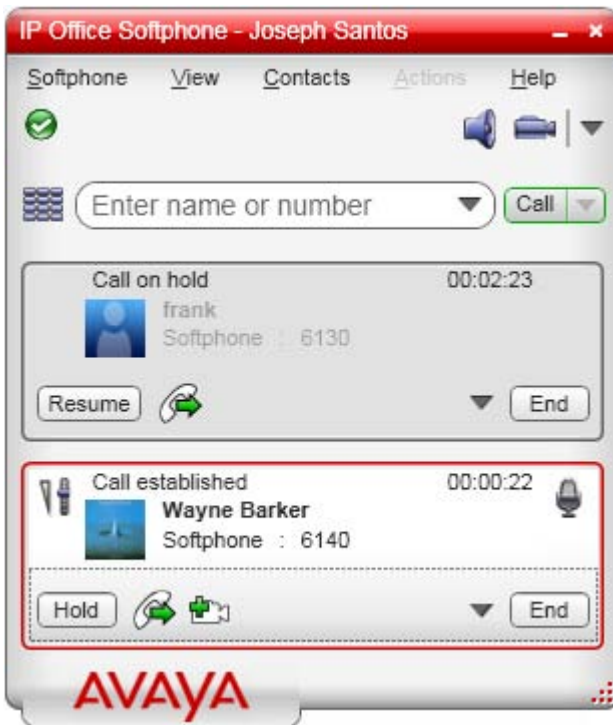
Switch between the different calls by clicking Resume on the desired call panel. That call becomes the active call and all other calls are on hold.

2.6 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.

2.7 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.

You can disable the call alert box through the IP Office Softphone preferences 37.

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.

2.8 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.

2.9 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.

2.10 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.
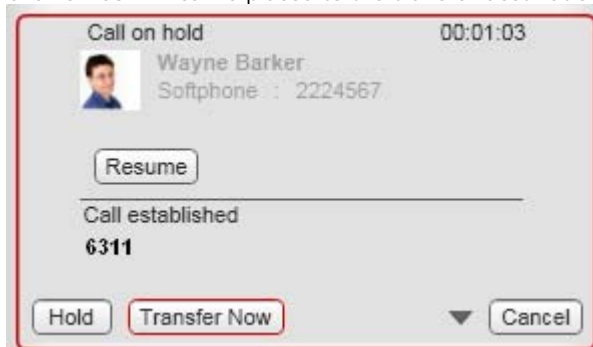
4. If the call is not answered or the transfer destination doesn't want the call, click Resume to return to the held call. To complete the transfer click Transfer Now.

2.11 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).

2.12 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.

2.13 Conference Calls

Starting a Conference Call
You can conference 2 separate calls together once <u>both calls are established</u> 16ᐟ. 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 3.
Dialing Tabs

3. Dialing Tabs

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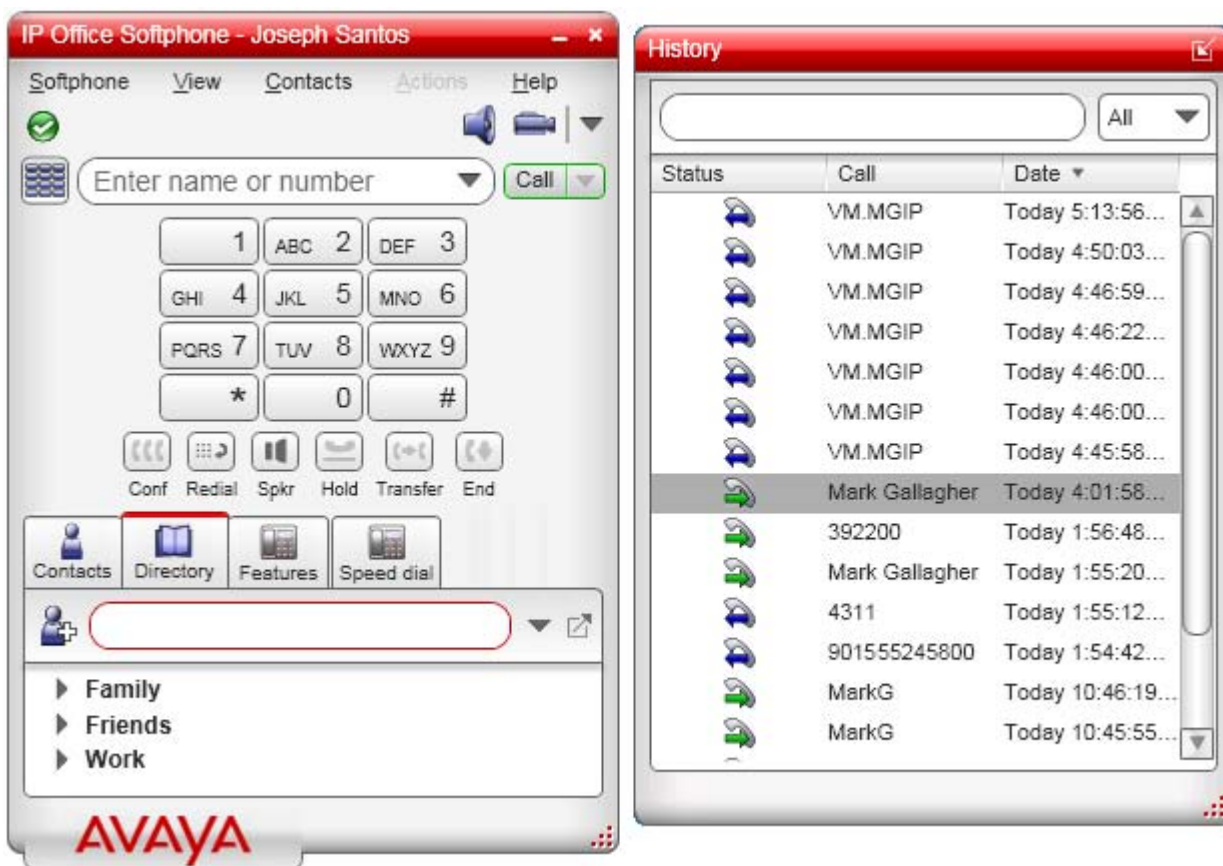
IP Office Softphone with the tabs displayed at the bottom and one tab detached.

The tabs are:

- Contents [25]
  A directory of contacts stored by IP Office Softphone.

- History [29]
  Details of your calls made, received and missed while IP Office Softphone is running.

- Directory [30]
  A directory of contacts supplied by the IP Office telephone system.

- Features [32]
  A set of clickable buttons (up to 30) each of which can be assigned to a specific IP Office feature.

- Speed Dials [33]
  A set of clickable buttons (up to 60) which can be used to fast dial preset numbers.

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.

3.1 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.
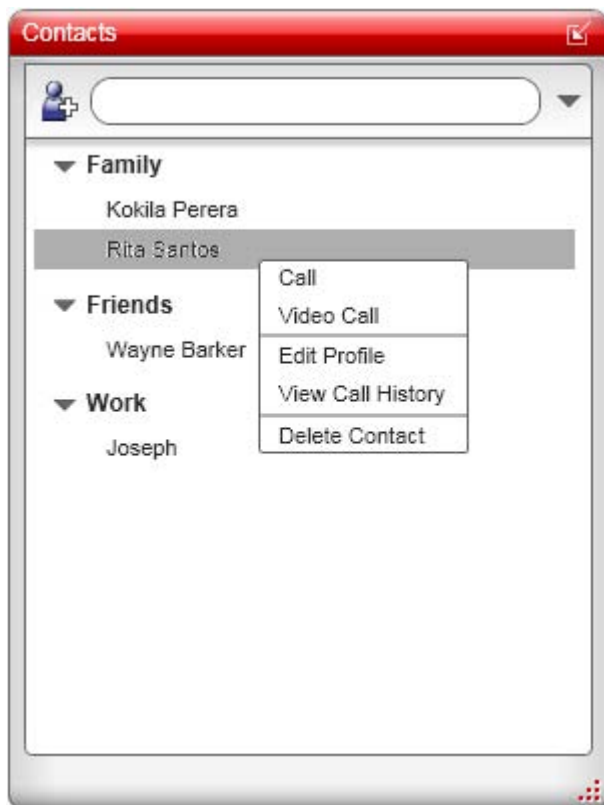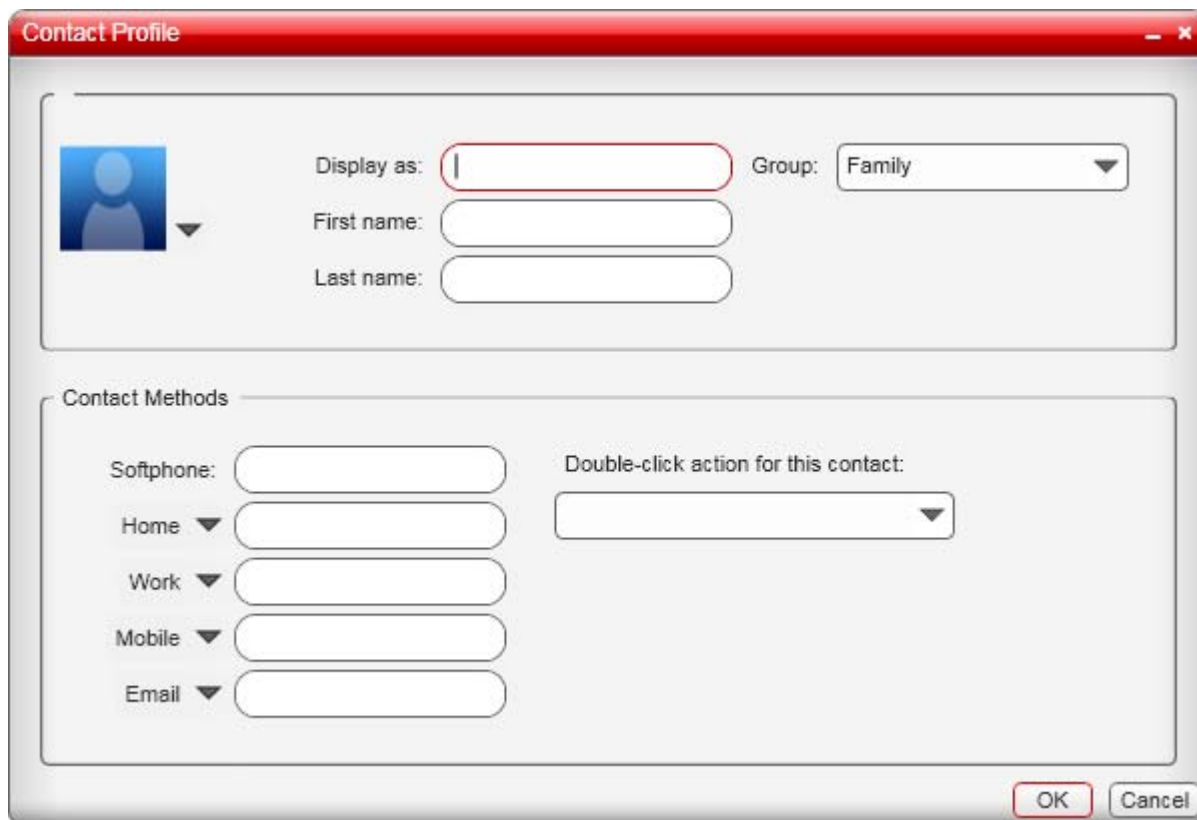
- **Add a contact**
  Select this option to add a new contact.

- **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 30 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.

3.1.1 Managing Contacts and Groups
3.1.1.1 Adding a Contact

Click ![icon] 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>.

3.1.1.2 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.

3.1.1.3 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.

3.1.1.4 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.

3.1.1.5 Changing Contact Information

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

3.1.1.6 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.

3.1.1.7 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.

3.1.2 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.

Kokila Perera

Softphone : 2221234

Edit Profile   Call History

3.2 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.

3.3 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.
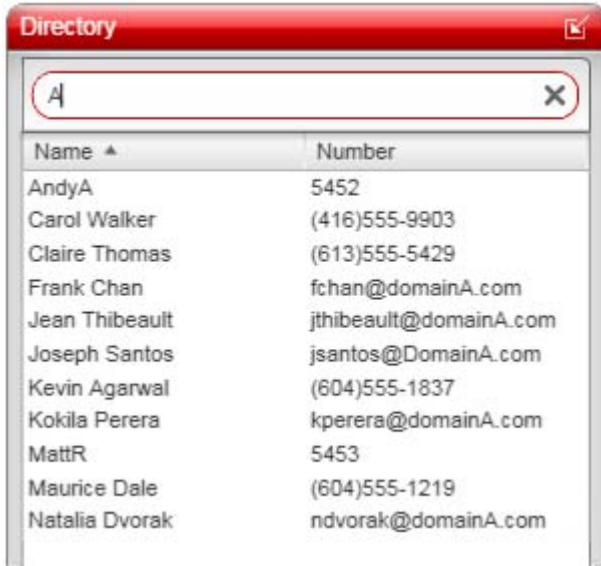
Phone a Person
You can phone a person directly from the Directory. Right-click a directory entry and choose Call or Video Call. A new call panel will appear and the call is placed immediately.
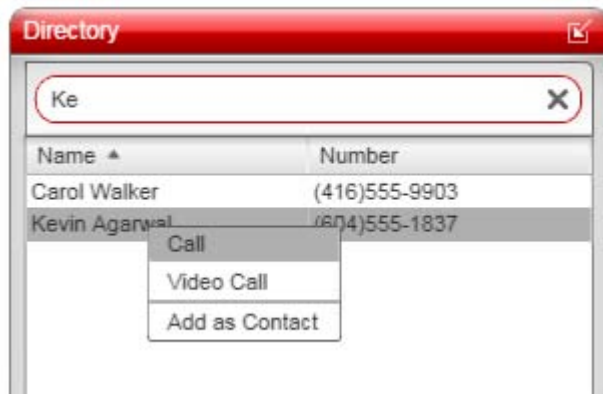
Create a Contact

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.
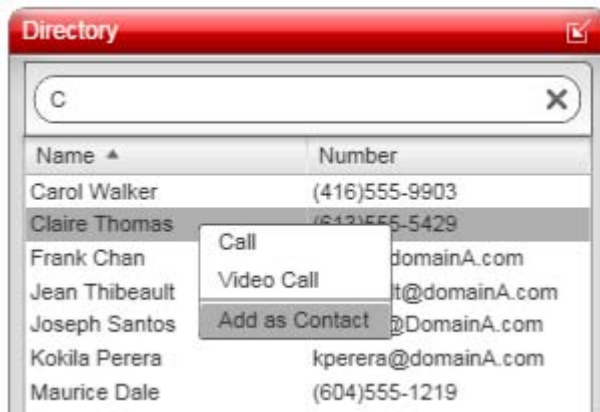
Note

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 .

3.4 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.
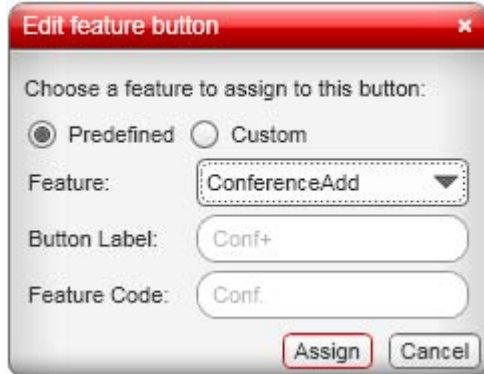
2. To use one of the existing IP Office features, select Predefined and select the required feature from the drop down feature list.
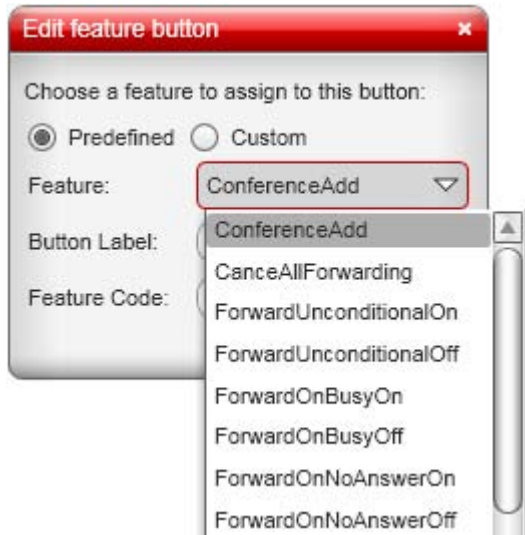
3. To use a custom feature, select Custom. Enter the label and feature code manually.

4. Click Assign.

To Display More Buttons

1. Right click on the page and select Show rows.

2. Select the number of rows of buttons to be displayed on the tab.

3.5 Speed Dial Tab

The Speed Dial tab allows you to create a set of buttons for numbers you want to dial in a single click. You can set a text label for each button.

- If the number you assign to a button matches the extension number of another user, the speed dial button will indicate whether that user is busy or not.

Configuring a Speed Dial Button

1. To configure a button, right-click on the button and select Edit.
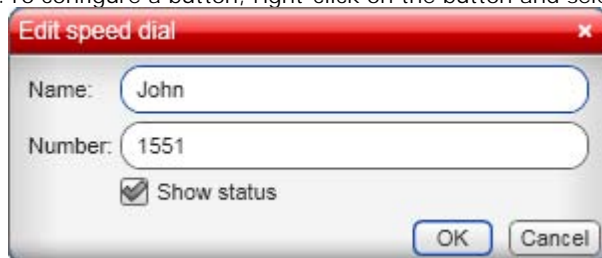
2. Enter a name and number for the contact.

3. If you select Show status, the button will indicate the busy status of the number if it matches an internal extension.

4. Click OK.

To Display More Buttons

1. Right click on the page and select Show rows.

2. Select the number of rows of buttons to be displayed on the tab.

Chapter 4.
Configuring Preferences

4. 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.

4.1 Application

This panel lets you set your preferences for general GUI behavior and lets you set up for login.
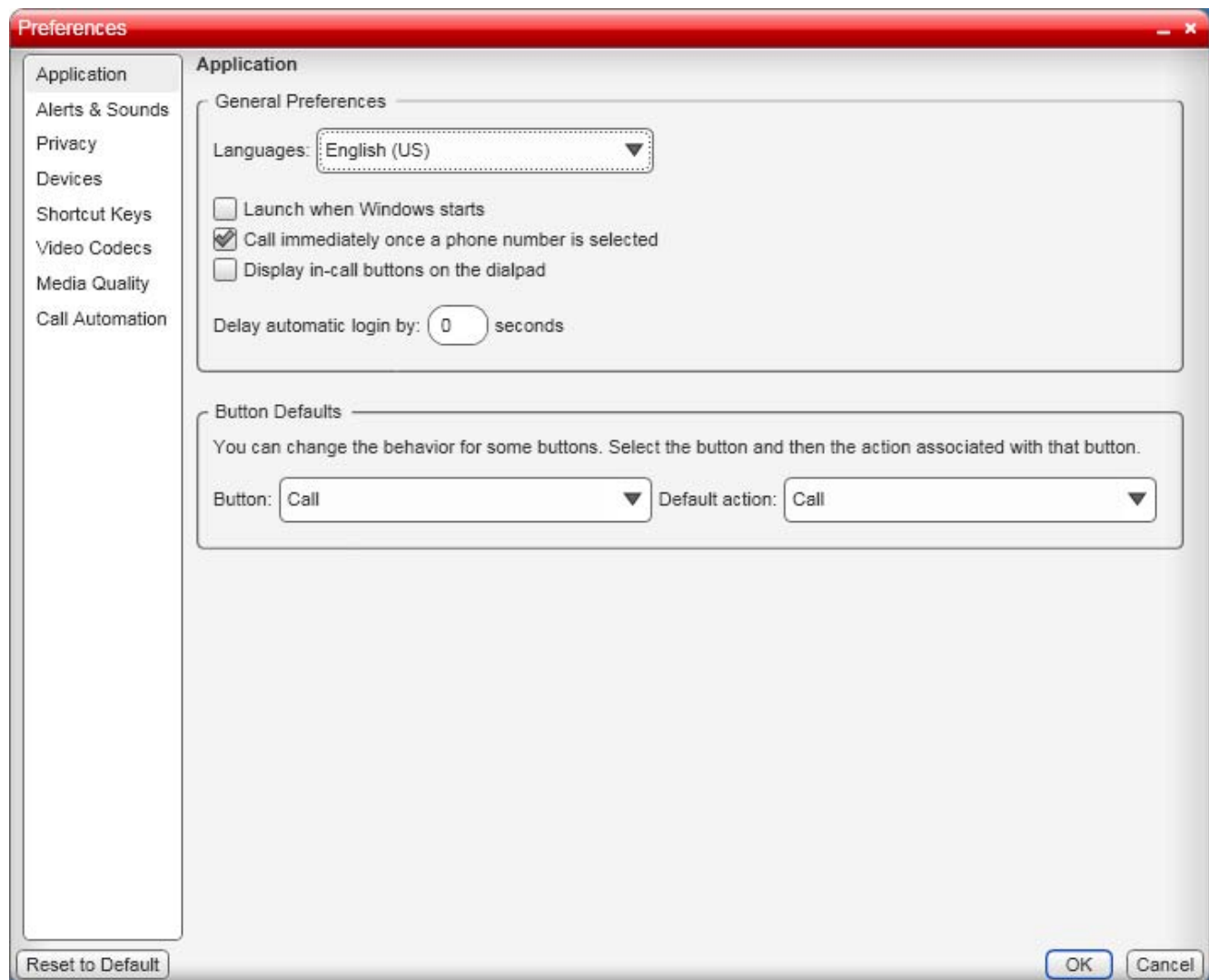
4.2 Alerts & Sounds

This panel lets you control the display of call alerts box. You can also enable the playing of a PC sounds for different call scenarios. This can be a default sou8nd provided by IP Office Softphone or you can select a sound file that you want used for each scenario.

The call alert box is a small menu that is displayed when an incoming call arrives.

4.3 Privacy

This tab can be used to control which numbers are able to or not able to contact you. Numbers that are blocked will receive busy.
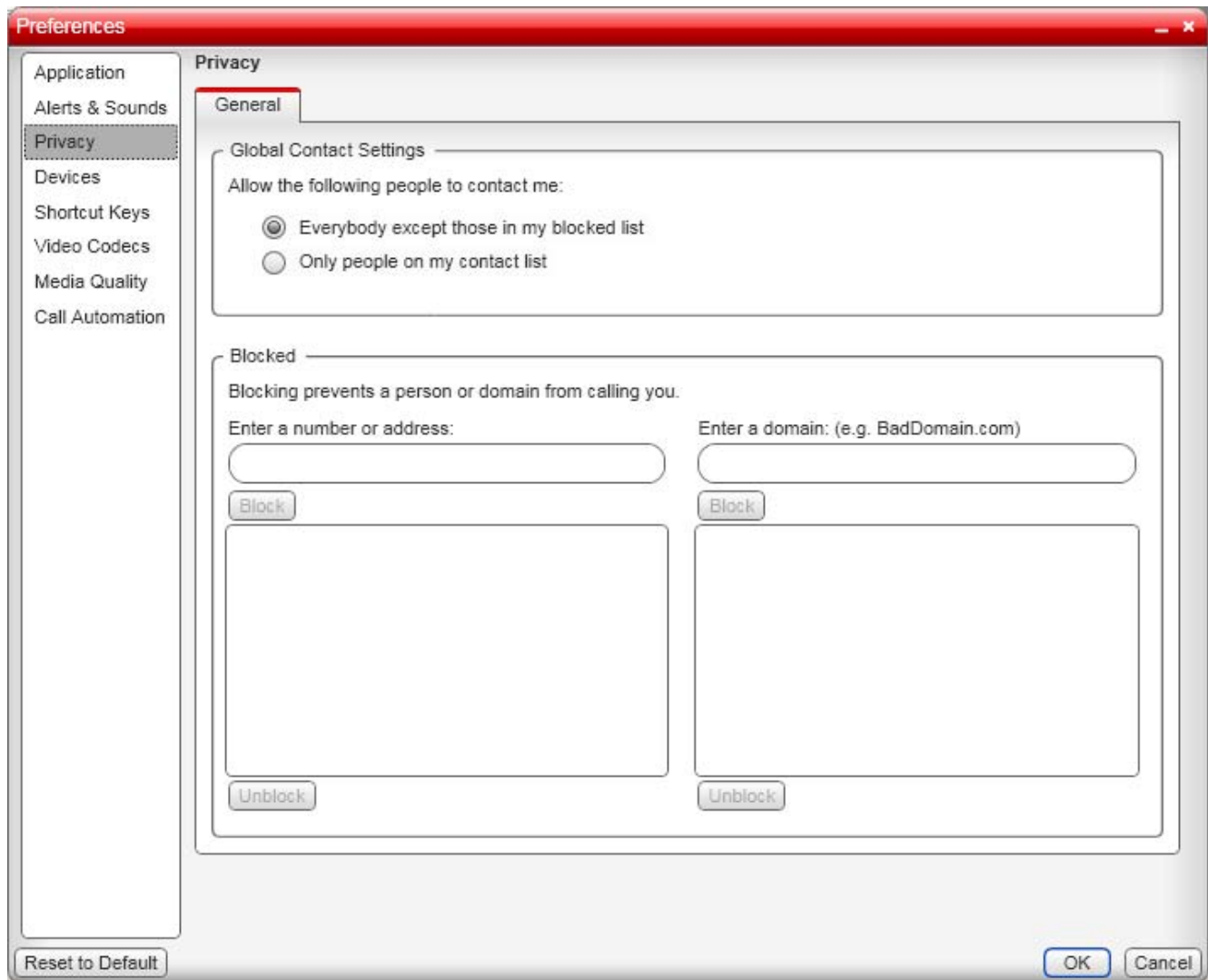
4.4 Devices

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.

- 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.

4.4.1 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.

4.5 Shortcut Keys

This menu allows you to select whether you want to use shortcut key combinations for certain actions and to edit what those key combinations are.
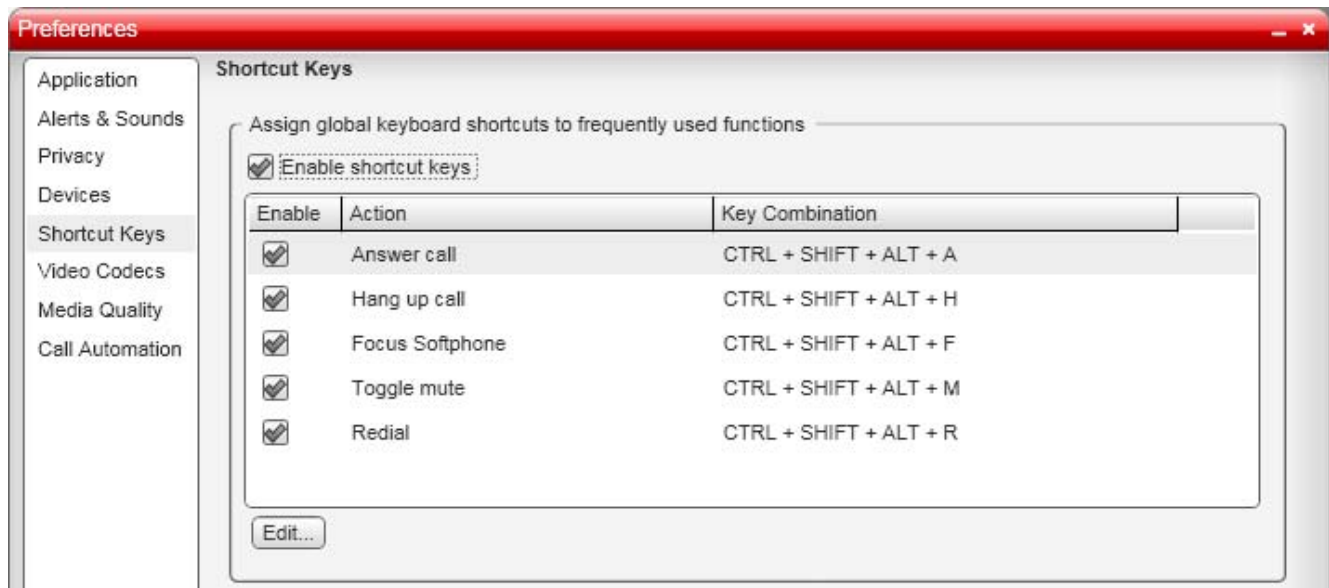
4.6 Video Codecs

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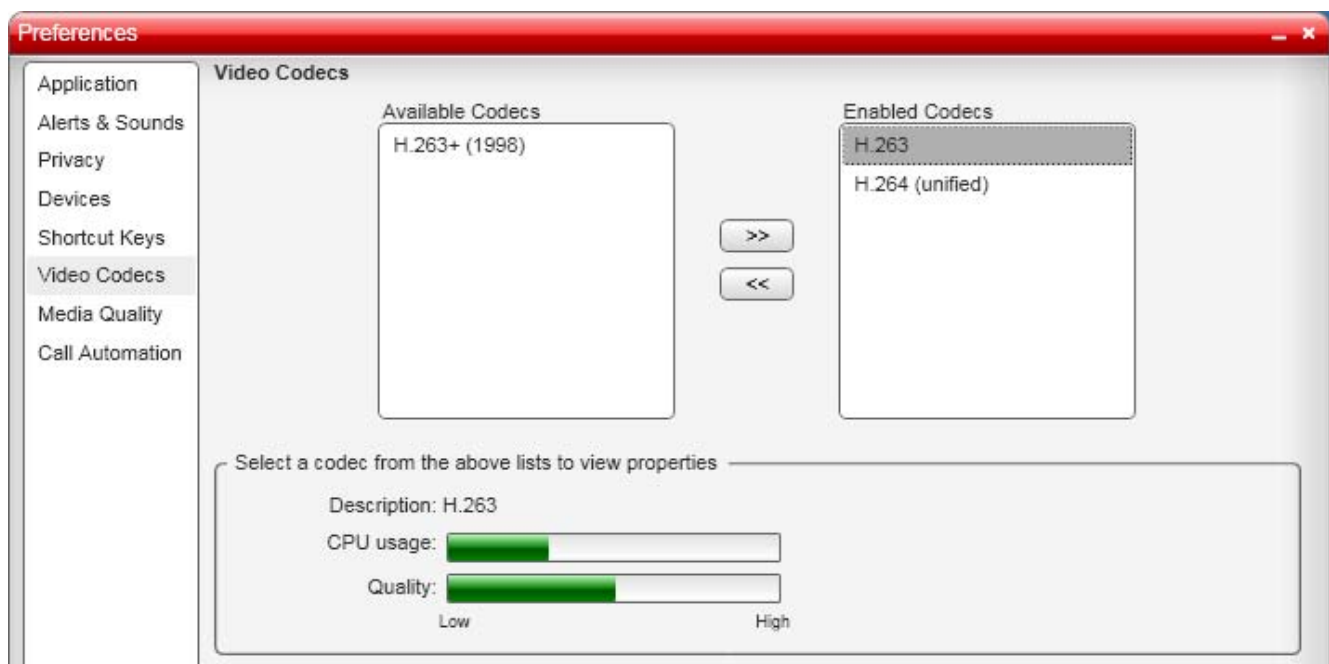
With only one codec enabled, all calls made will use that particular compression format. With more than one codec enabled, the IP Office Softphone automatically chooses the best codec based on the other party's capability, the available bandwidth, and network conditions.

4.7 Media Quality

These settings are used to adjust the IP Office Softphones video and audio operation.
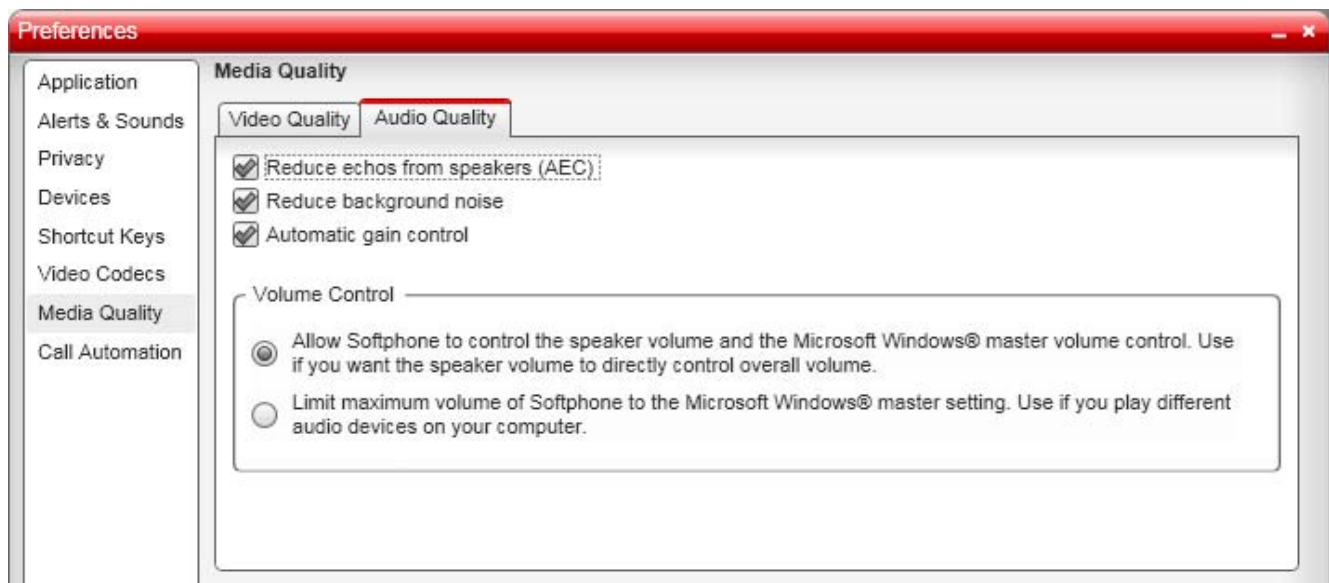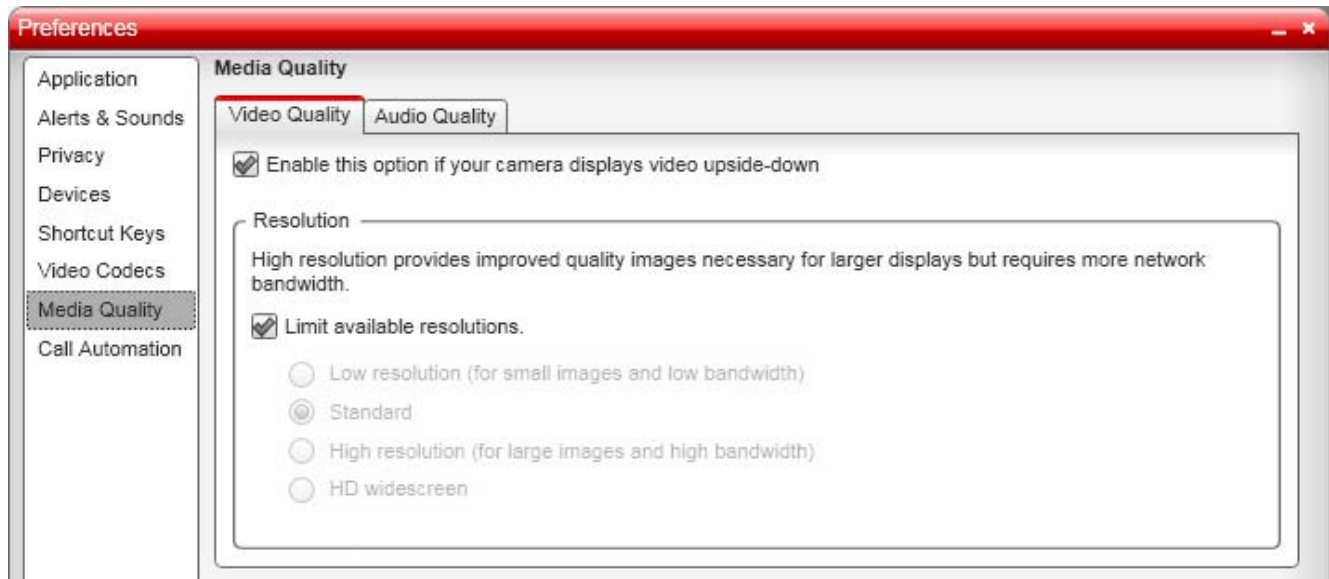
4.8 Call Automation

These settings let you configure how you want auto answer to handle incoming calls, when Auto Answer is enabled.
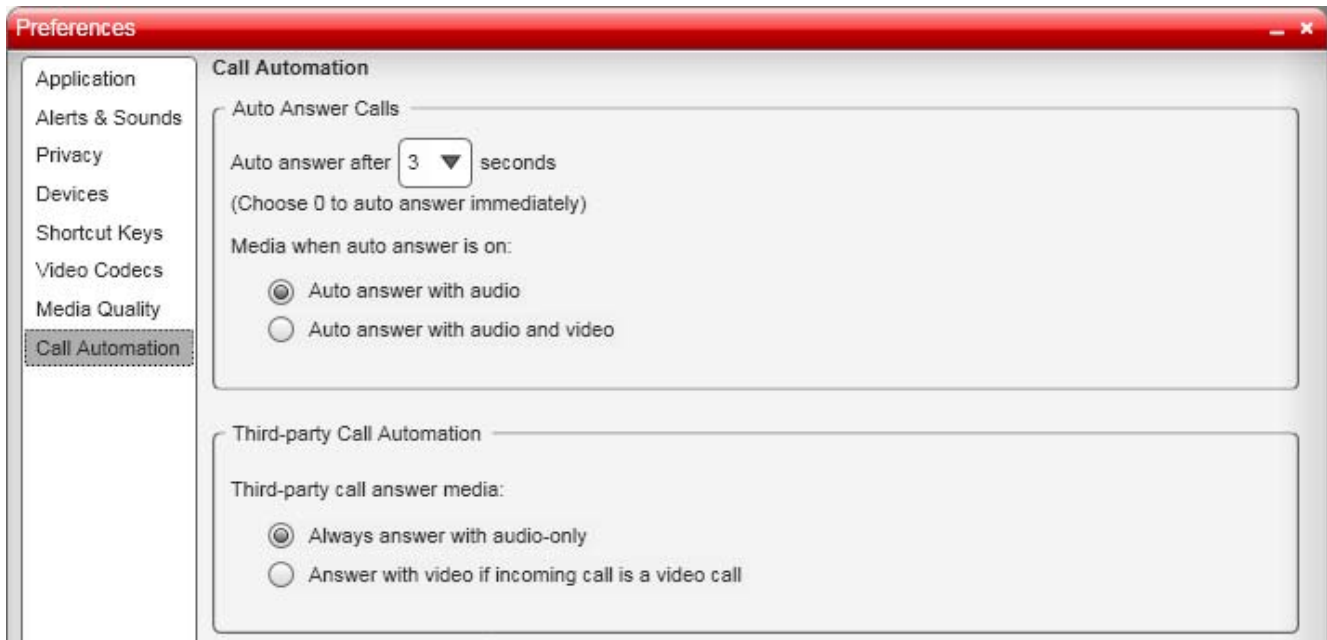
- Auto Answer Calls
  These settings are used when you have selected <u>auto answer</u> 18 in the IP Office Softphone call panel.

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