AdoreSoftphone™

Premium

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User Manual

Adore™
Infotech

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C o n t e n t

ADORE SOFTPHONE PREMIUM

1. Welcome to Adore Softphone

Adore SoftPhone is Softphone that allows you to speak over Internet with any desktops, notebooks even with any conventional landline and mobile phones. It supports SIP industry standards, and is fully inter-operable with most major Internet Telephone service provider (ITSP) and VOIP software and hardware. Adore Softphone comes with an intuitive Graphical User Interface and can be easily customized. It's designed with SIP technology that can be used to make outbound phone calls from PC to any telephone. It delivers SIP-based communications and services for PC-to-Phone and PC-to-PC services.

1.1 - Adore Softphone Premium

When anyone first hear about the Softphone, the first thing strike their mind is what this softphone is all about. Softphone is nothing but software that makes a computer enables to send and receive VoIP calls through internet. So you can say Softphone is the most essential component of VoIP because without this software your computer is not able to use internet for VoIP calls. AdoreSoftphone Premium is one of the reputed softphone software that makes your computer capable of using voice over internet technology.

A softphone software allow a computer to commence a voice call by using an internet connection and let the user get free from the traditional telephone or mobile phone in order to make a call to any other mobile device anywhere in the world. The VoIP technology gained lots of popularity with the coming of internet due to its capability to allow user to make international calls with a very low call rates.

The AdoreSoftphone Premium not only offers the regular features but also lots of premium features which can accelerate and enhance the experience of using the SIP based softphone. This premium softphone software by Adore Infotech allows you to make a voice call over Internet from any desktop computers or notebooks directly to any of the mobile devices or even the conventional landline phones.

This AdoreSoftphone Premium software based on the standards of SIP industry and is fully compatible with all of the major Internet Telephone service provider (ITSP) along with all VOIP software as well as hardware. This software has an insightful GUI and can also be customized as per the user's demand. An user can customized this software to show their company name or logo to show on the software. AdoreSoftphone Premium makes your outbound phone calls from a computer to any mobile phones or telephones an excellent experience.

In order to build a large business worldwide through SIP-based communications and services, the adoresoftphone premium software is the best suited solution that provides you the great style with convenience which you need. The clarity of voice with lots of handy features in this software is what you don't want to let go without experiencing it. You can also download the demo version of AdoreSoftphone Premium in order to try it before you buy.

1.1.1 What's New V 3.0.0

1) Separate Validation for User name and Password.
2) Space is allowed in SIP IP, User name and Password field.
3) Sign me automatically.
4) Accept and Decline button implemented for incoming call.
5) Recording button stop the recording on hang up button.
6) User name show on the main screen.
7) Registration error in implemented.
8) Codec Properties are implemented as like (Description, Bitrates Range (bps), Fidelity, Best Quality (PESQ)
9) 180 incoming code is implemented.

1.1.2 System Requirements

- Processor: Intel Pentium III 1.3 GHz or equivalent
- Memory: 256 MB RAM
- Hard Disk Space: 50 MB
- Operating System: Windows® Vista®, Windows XP, Windows 2000, Windows 7
- Network: IP network connection (broadband, LAN, wireless)
- Sound Card: Full-duplex, 16-bit

1.2 – Premium Features

- 4 Lines
- Call Recording
- Call Conference
- Transfer (Xfer)
- DND (Do not Disturb)
- Hold / Unhold
- Redial
- Auto accept call
- NAT/Firewall support
- STUN server Support
- ICE Support
- Debug Mode (SIP message log)
- Codec Supported- G729, G711u, G711a, G722, GSM, iLbc, Speex/ 8000, Speex/16000 , Speex / 32000
- Codec selection and Codec Quality Control (Bandwidth control)
- Silence Suppression
- Echo Cancellation
- Uses NEW RFC 3261 compliant stack
- DTMF (RFC 2833)
- RFC 3951: Internet Low Bit Rate Codec (iLBC)
- Registration Timeout
- Acoustic Echo Cancellation.
- Packet concealing
- Packet Lost Concealment (PLC).
- Comfort Noise Generator (CNG),
- Resampling
- Balance Display

1.3 – Basic Features

- Customized skin interfaces
- Call timer
- Last Number Redial
- Touch Tone
- Address Book
- Micro Phone Volume Control
- Speaker Volume Control
- Work with any full-duplex sound card
- Auto-configuration of settings for easy deployment

The above advanced and aesthetic features possess high proficiency which tactically provides business benefit with powerful VoIP communication. With significantly low long distance call rates and competent communication network, the enterprises can get good ROI.

1.4 - Adore Softphone Premium panel and User Features

2. Installation and Setup

2.1 Account Information Required

After selecting a VoIP service provider, you will need the following information to connect your softphone to the service provider. All these information will be provided by Service provider:

- User name
- Password
- Authorization Name (if applicable)
- Domain

2.2 Multimedia Device Requirements

Adore Premium 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
- Headset

2.3 Download Adore Softphone Premium

You have to download the Adore Softphone Premium setup file from our website to install it in your computer device. Downloading the setup file is very easy. You just need to visit our website, fill the form and download the application setup. That's it, you are done.

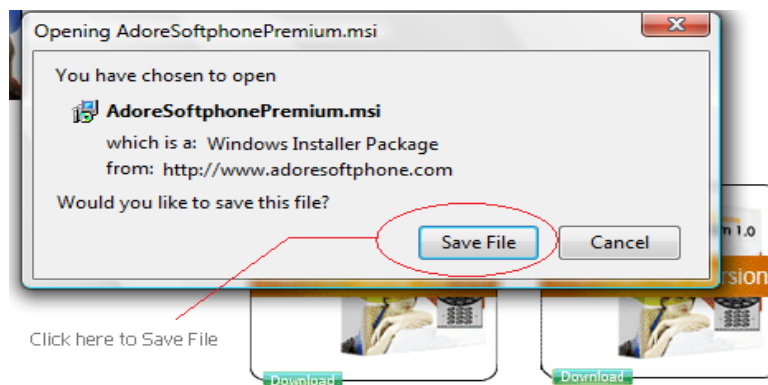To download Adore Softphone Premium setup file, Visit: As shown in fig. 2.3
http://www.adoresoftphone.com/softphones/softphone-premium.html

Fig. 2.3

2.4 Install Adore Softphone Premium

The Windows 2000/XP users required the administrative rights to install Adore Softphone Premium. If you are not sure about the administrative rights, then please contact your system administrator. The Windows 2000 users need the Microsoft Installer 2.0 or above installed in their system prior to install Adore Softphone Premium. You can download it from www.microsoft.com.

Now follow these steps to install Adore Softphone Premium in your PC:

2.4.1 - Run the installation file.
- A welcome window will appear in front of you. Click **Next** to proceed. As shown in fig- 2.4.1
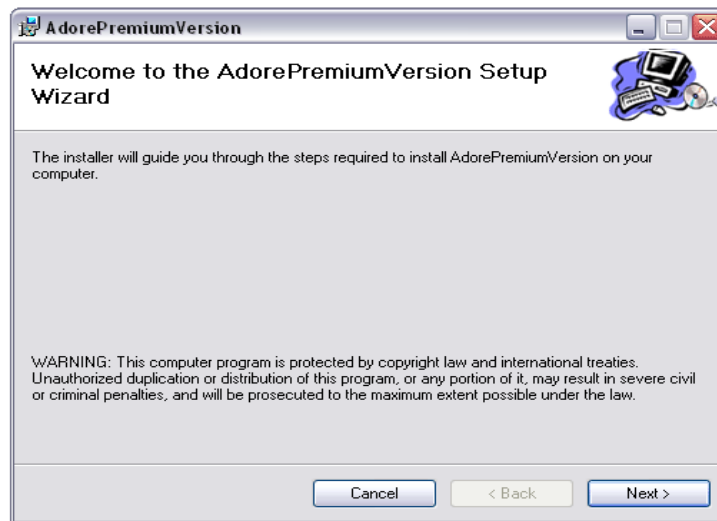

Fig-2.4.1

2.4.2   Select folder where file need to be installed and provide privileges. As shown in fig-2.4.2

Fig-2.4.2

2.4.3 – Installer Ready to Install Adore Softphone Premium, Select next to continue. As shown in fig 2.4.3
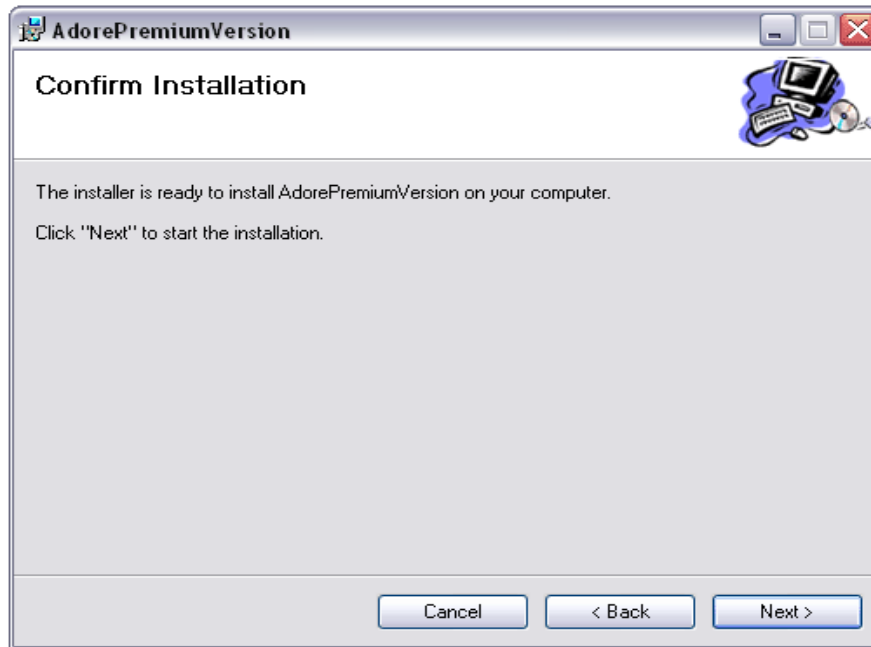

Fig-2.4.3

2.4.4 - When installation completes, click the Close button. As shown in fig 2.4.4
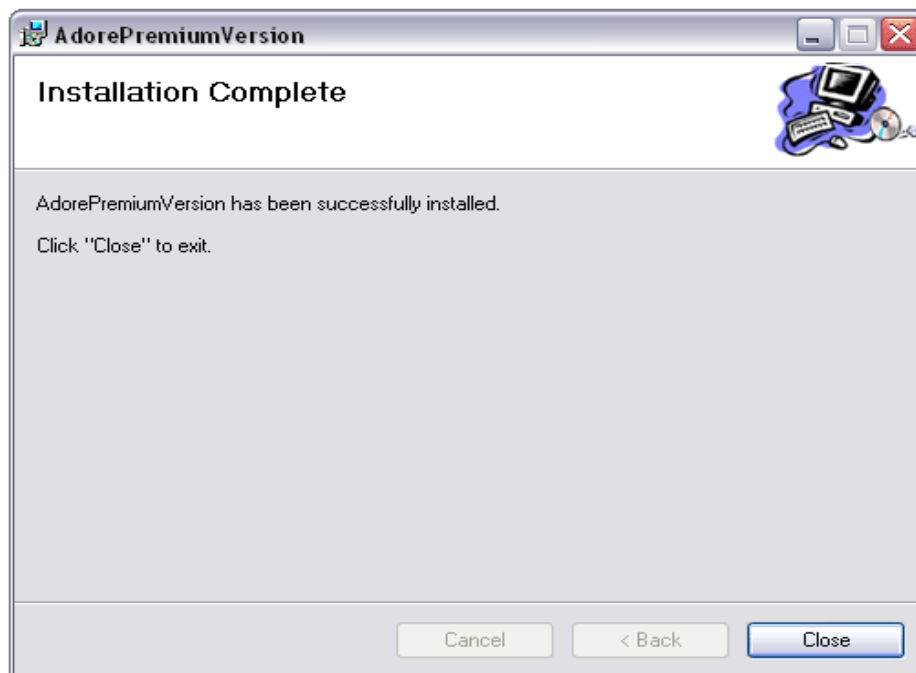

Fig-2.4.4

2.5 - Uninstall Adore Softphone Premium

To uninstall Adore Premium follow these steps:

- Go to Control Panel
- Open Add/Remove Programs
- Select Adore Softphone
- Click Install/Unistall

2.6 Run Adore Softphone Premium

- Go to Windows Start Menu
- Open All Programs Menu
- Now Click on Adore Softphone

OR,

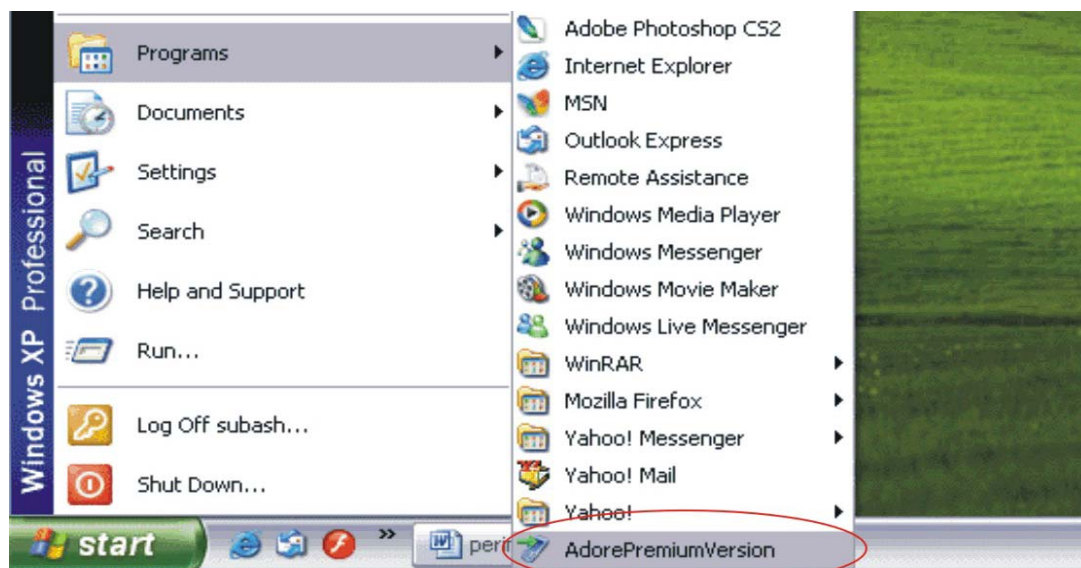Double Click on the Adore Softphone Premium Icon on desktop

2.7 - Start & Using Adore Softphone Premium

Go to Start -> AdorePremiumVersion
Or
Click on Icon Adore Premium Version on desktop

Fig.2.7

Using Adore Premium

If Adore Premium Version (Softphone) is not already running, start it as you would any other program:

Use the *Windows Start* menu or double-click the desktop icon.

3. Configure Adore Softphone Premium

The Adore Softphone Premium is configured by following these steps:

1. Application
2. Configure Accounts information.
3. Set Codec setting

3.1 Configure Application
Select (Right Click on the Phone/interface) Options ->Application (Fig 3.1)

- Basic Options
    - Always On top of Other Application
    If Check this Option, Application always on Top of your Desktop.

    - Launch when Windows Start
    If Check this Option, Application automatically starts when windows start.
    This option is automatically added on the list of startup Program list.

    - Confirm before closing application
    If Check this Option, Application display a confirmation message, before closing application.

- Recent Calls
    This Option enable number of calls, you need to display in recent call list.

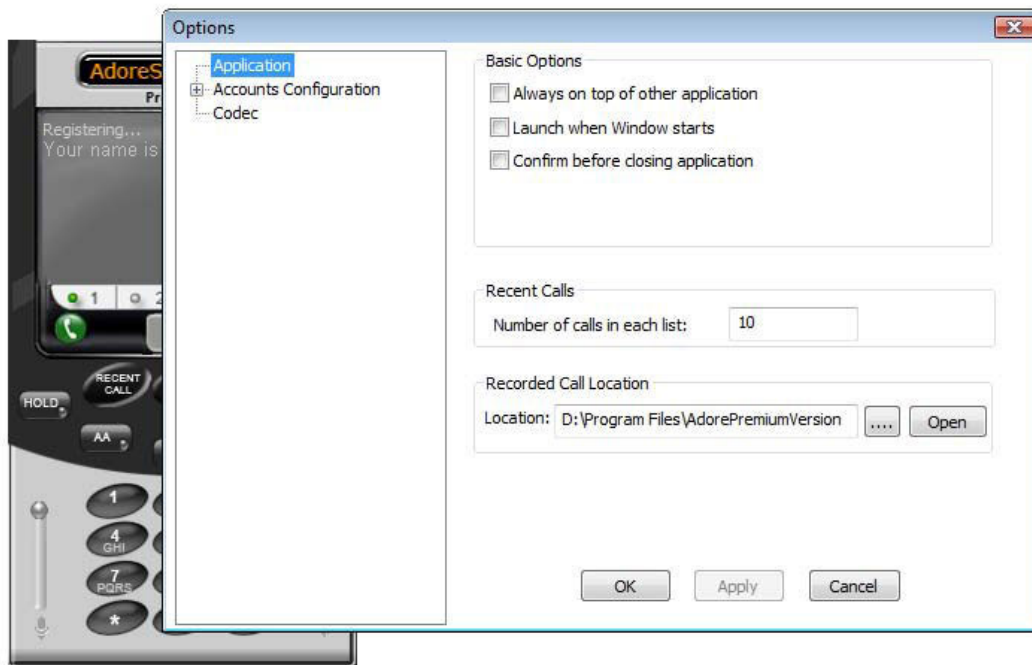- Recorded Call Location
    Refer Section 3.9.3

Fig 3.1

3.2 Configure Accounts Information

- Right Click on the Phone/interface
- Select Options
- Select Accounts Configuration

Adore Softphone provide 8 accounts in which you can store your account information. You can use one account at a time. (Fig 3.2)

To enable any account:
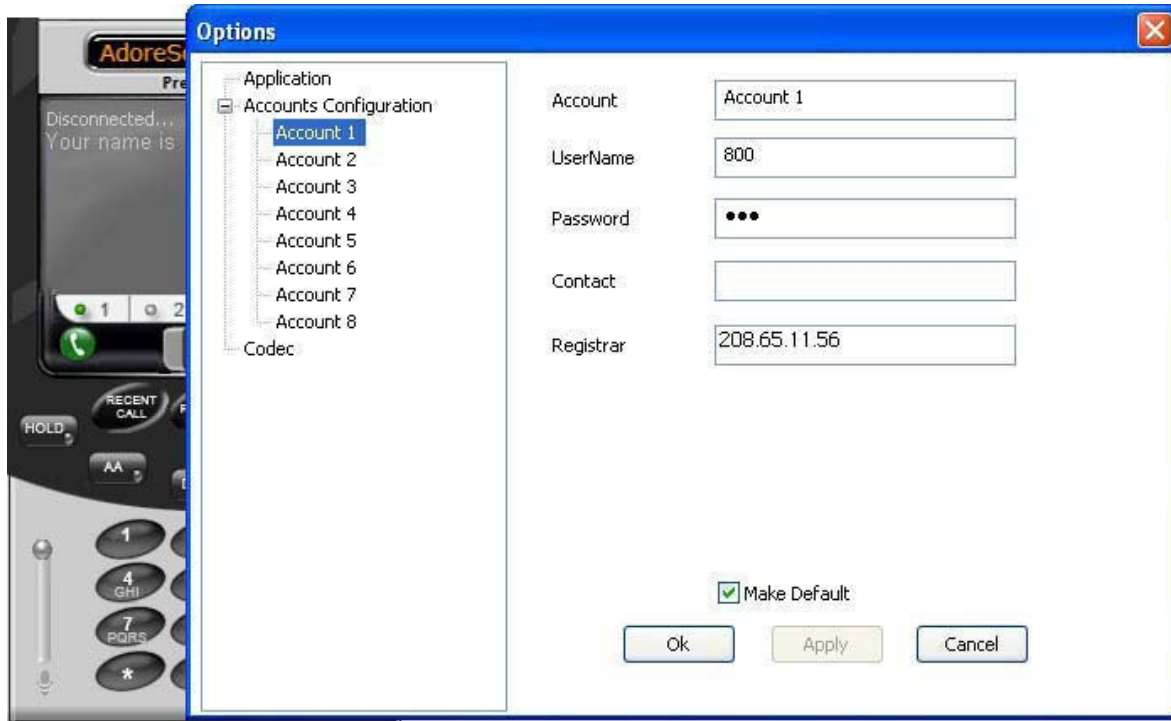Click on "**Make Default**" check box -> **Click Apply**-> Click **OK**.

Fig. 3.2

3.3 Codec Configuration

Codec are responsible for the quality of audio. In order to get good voice quality you have to configure codec correctly. The Codec which you want to make enable in your server should be in the "**Enable Codec**" list and all others should be in "**Disabled Codec**" list.

- You can change list whenever you want by using [>] and [<] button. (Fig 3.3)
- You can also move all Codec to the Enable code List or Vice versa by using [>>] and [<<] respectively.
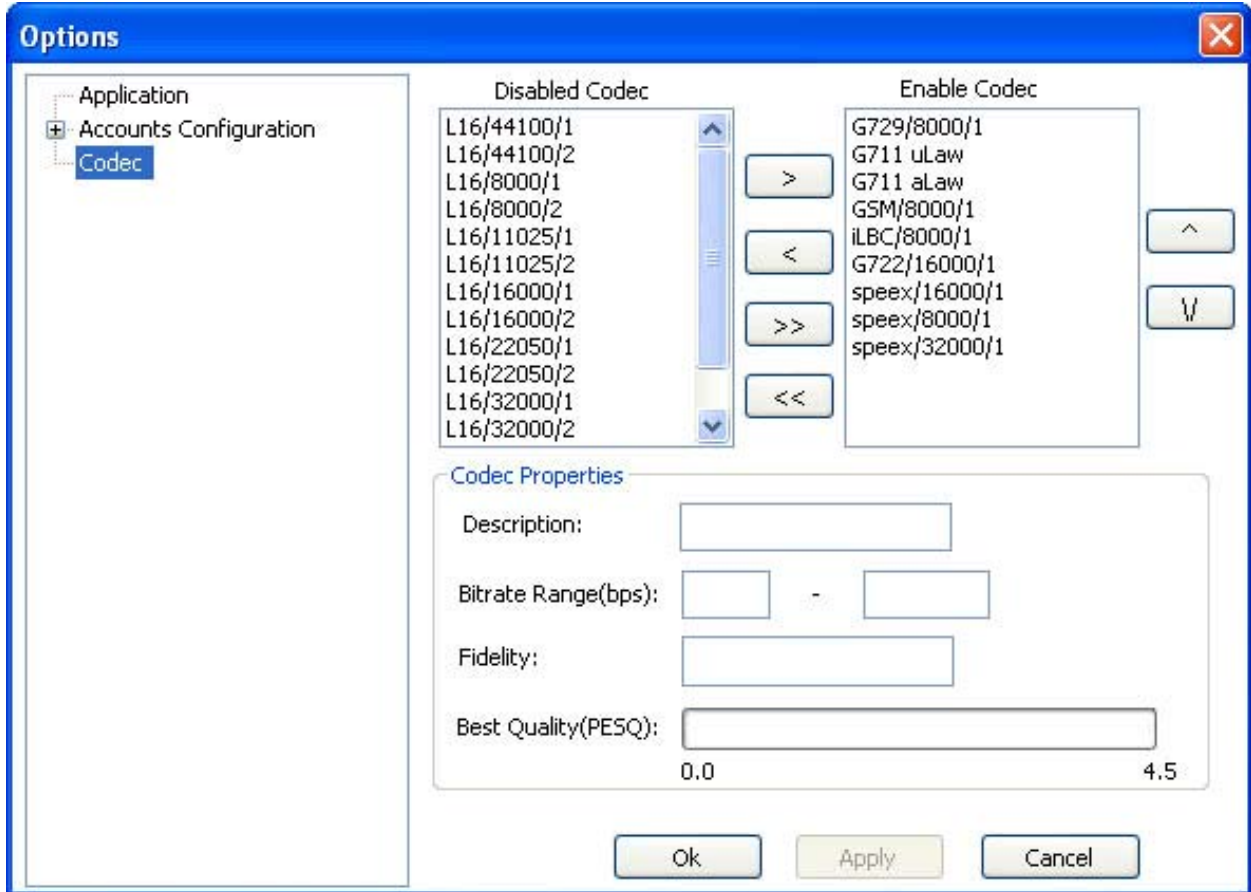
Fig 3.3

3.4 Set Codec Priority

You can increase and decrease priority of enabled codec by using [^] and [v] button respectively.

Codec will be arranged in descending priority. It means the Codec of highest priority will be on the TOP in the list and Codec of Least priority in lower side of list. As shown in fig 3.4
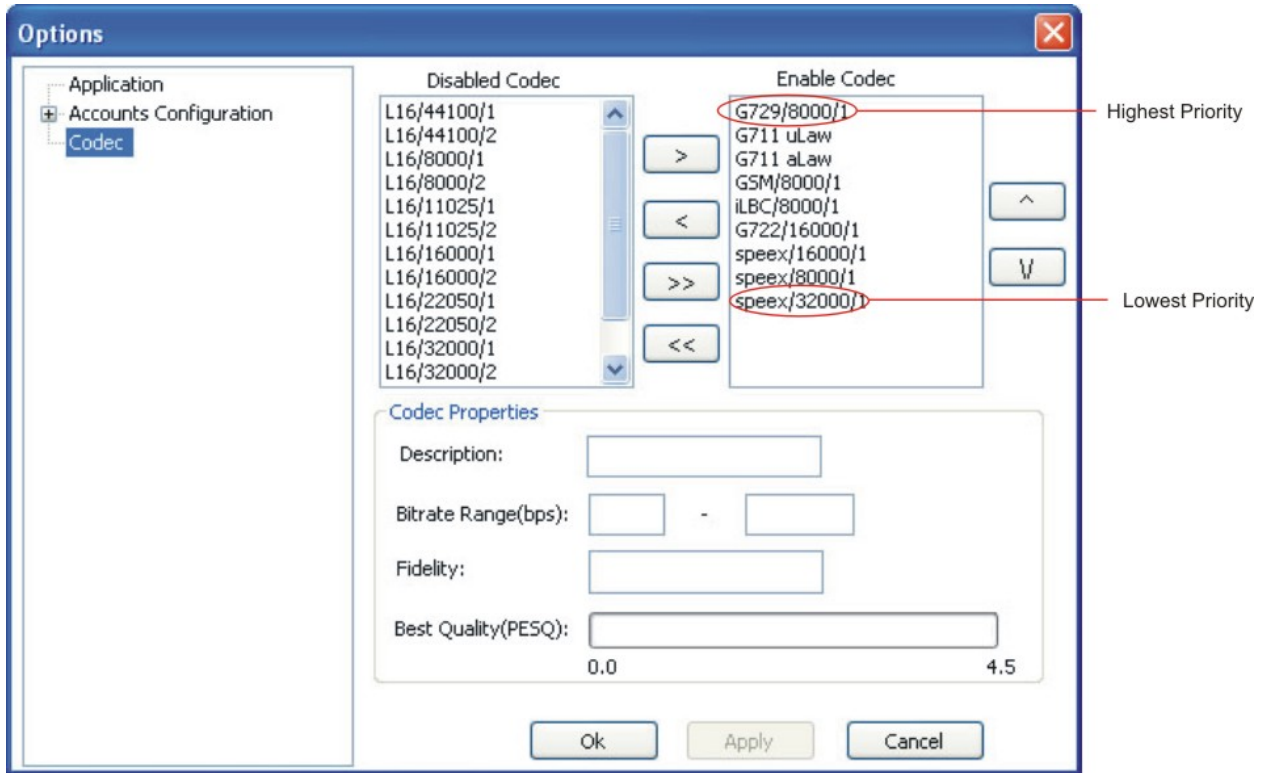
Fig 3.4

3.5 Registering your Softphone

Follow these steps in order to register your Adore Softphone Premium.

- Run the Adore Softphone Premium
- Login window appears in front of you. As shown in fig-3.5
- Enter SIP IP, Username and password
- Press Login Button
- Now Main Softphone window opened with status message "**Registered**"

Fig 3.5

3.6 Placing a Call

With the Adore Softphone Premium, you can facilitate 4 calls simultaneously without any hassle. Just follow the procedure to use this feature and make VoIP calls-

- Select the line you want to call from.
- Dial the number you want to call by using the Dial Pad or from your PC keyboard.
- Press Call button. . As Shown in fig- 3.6

Fig 3.6

In order to make more than one call simultaneously, you have to just select the other line (Line 2, 3, 4) and make the call.

3.7 Ending a Call

To end the established call, you have to do followings-

- Select the line which you want to disconnect.
- Press the hang-up button.
- Session message Display "**Disconnected...**"

3.8 Handling an Incoming Call

When you will get an incoming call, the line on which call is coming gets highlighted by yellow color and the Softphone button on windows taskbar also starts to blink and gets highlighted.

- Select the line on which call is coming
- Press Accept button [Accept] for receiving the call
- Or, Press the Decline button [Decline] to reject the call. As shown in fig.3.8

Fig 3.8

3.9 Handling an Established Call

With having an incoming or outgoing call is in progress, you can also perform these following functions without any disturbance-

- Basic Transfer – Transfer this Call
- Call Conference
- Call Recording
- Auto Answer (AA)
- Do Not Disturb (DND)

3.9.1 Basic Transfer – Transfer this Call

If you want to transfer an established call or a coming call, follow these steps to do so-

- If it is a coming call, first receive it and get connected.
- Press the transfer button XFER,
- Dial the number where you want to transfer the call
- Press the call button
- When transferred succeed "**Transferred Succeed**" message appeared on the screen. (Fig 3.9.1a)
- After Call transfer your call gets disconnected (Fig 3.9.1b)

Fig 3.9.1a

Fig 3.9.1b

3.9.2 Call Conference

Follow these processes for activating the call conference feature-

- Connect all the calls which you want to be the part of conference. (Fig 3.9.2a)
- Press the conference button [CONF] >> [CONF].
- When Conference starts message appears on screen about lines in conference. (Fig 3.9.2b)

To disable the conference-

Press the Conference button [CONF] >> [CONF] again and your conference will get disabled.

Fig. 3.9.2a   Fig 3.9.2b

3.9.3 Call Recording

Adore Softphone provide the Call recording functionality to record and listen any of the incoming and outgoing calls whenever you want. Follow these steps to use this functionality-

- Press Record button when call is in progress

- Record button got highlighted (means your Recording started)

[Note: Recording files get stored at default location. In order to change or check location Right click from mouse on softphone window -> Options -> Application.

You will get the Recorded Call Location. You can change the location by pressing "…" button and selecting your desired location to store recording files. (Fig 3.9.3)

- Press "Open" button to locate recorded files / play recorded file.

Fig 3.9.3

3.9.4 Auto Answer (AA)

The Auto Answer functionality is very useful when you are busy with another line and you want to accept the incoming call. It can automatically pick up the incoming call .

To Enable Auto Answer-

- Press AA button to activate auto answer.

To Disable Auto Answer-

- Press Active AA button again to disable Auto answer. (Fig 3.9.4)

Fig 3.9.4

3.9.5- Do Not Disturb (DND)

Do Not Disturb (DND) function is meant for blocking all the incoming calls. It means when you activate this function you will not get any incoming call.

To Activate Do Not Disturb (DND)-

- Press DND button [DND] to activate DND.

Deactivate Do Not Disturb (DND)

- Press Active DND button [DND] again to deactivate DND. (Fig 3.9.5)

Fig 3.9.5

4. Using Phone Book

The Adore Softphone Premium Phone book provides the Add, Delete, Search, Edit, and Call options in the contact list through an easy to use interface. You can save unlimited contacts in our Softphone Phone Book.

4.1 Add Contact

- Right click on the Softphone Interface and Select Phone book.
- Click on "**Option**" button.
- From Menu select "**Add New Contact**". As shown in (Fig 4.1)
- Fill the required details.
- [Note: Name and Contact No.* is mandatory]
- Press OK
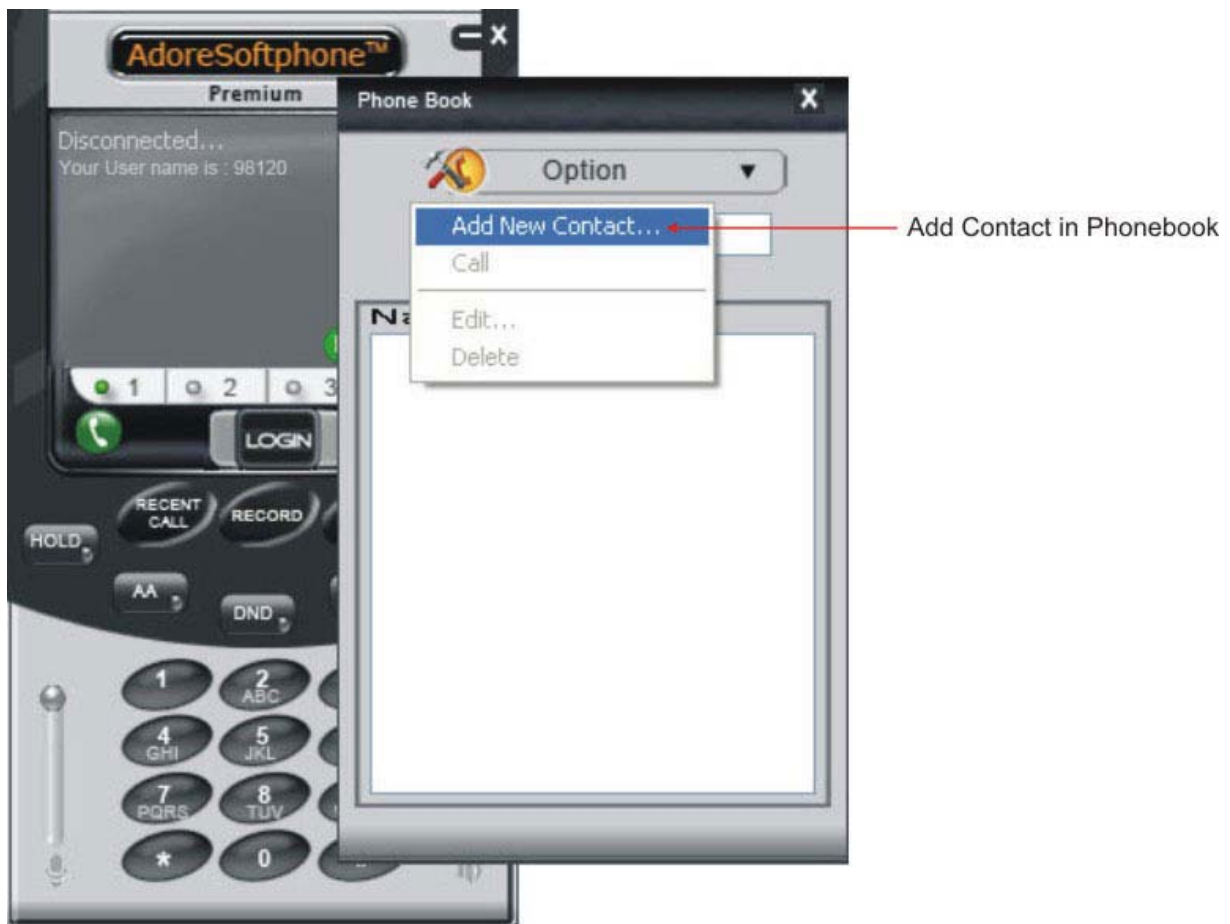- Contact details added successfully to your contact List.

Fig 4.1

4.2 Search Contact

- Right click on the Softphone Interface and Select Phone book.
- Type the name of person in the search box. As shown in (Fig 4.2)
  [It automatically shows the name in the Name List respective to the text inserted in the search box if the entered name is present in the Phone book.]

Fig 4.2

4.3 Call to Contact

- Right click on the Softphone Interface and Select Phone book.
- Search the contact name you want to call.
- Right click on the name of contact in the contact list.
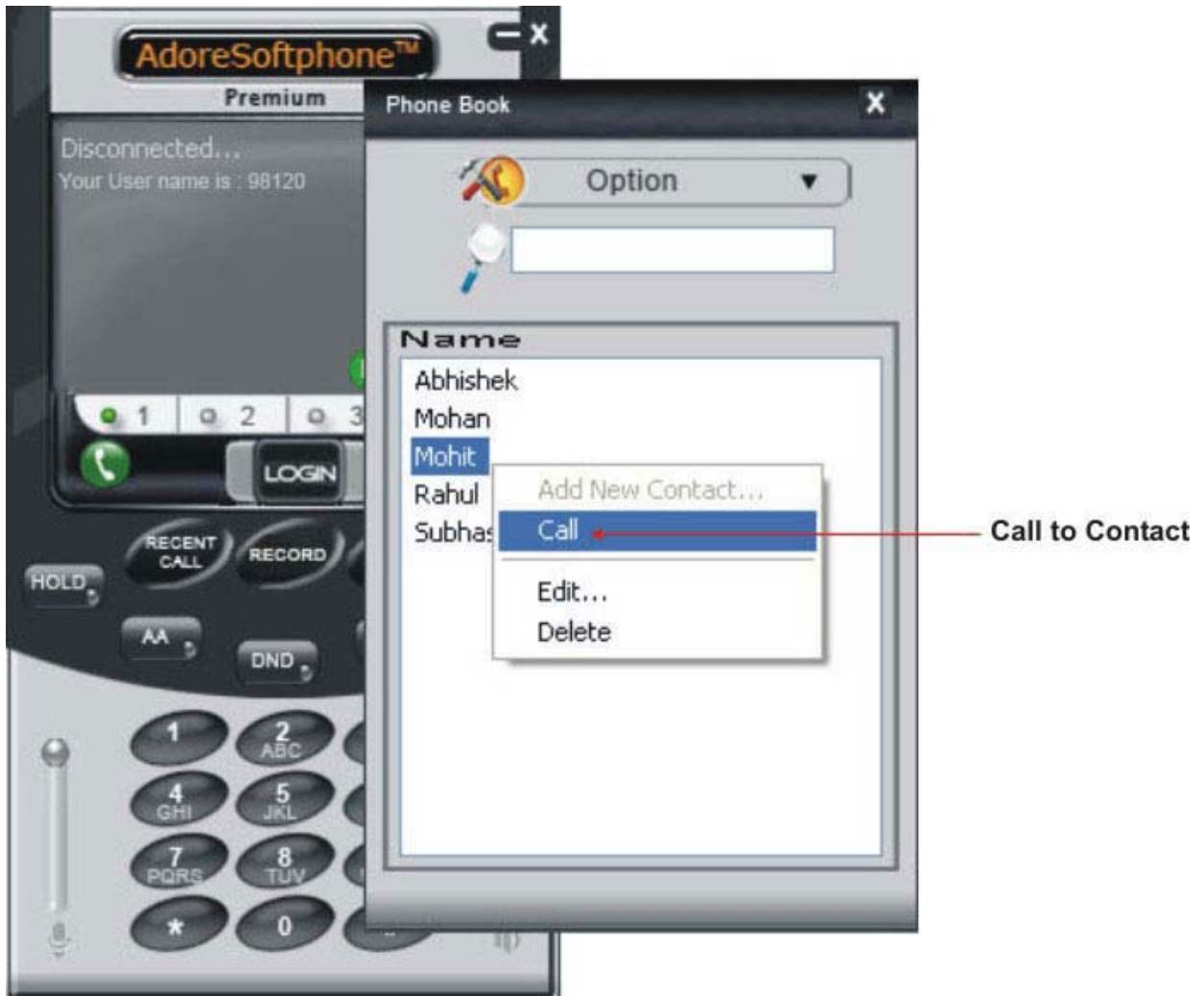- Select **Call**. (Fig 4.3)

Fig.4.3

4.4 Edit Contact

- Right click on the Softphone Interface and Select Phone book.
- Search the contact name you want to edit.
- Right click on the name of contact in contact list.
- Select "**Edit**". As shown in fig 4.4
- Make desired changes.
- Click Ok.

Fig.4.4

4.5 Delete Contact

- Right click on the Softphone Interface and Select Phone book.
- Search the contact name you want to delete.
- Right click on the name of contact in contact list.
- Select "Delete".
- Click Ok.

5. Using Recent Call

The Softphone stores all the call history of users. By using the recent call functionality, you will get the full call history of Missed, Incoming and Outgoing Calls.

To use Recent call click on -> -> You will get all Missed Calls/Received Calls/Dialed Calls details. As shown in fig-5

Fig.5

6. Trouble Shooting

Problem	Possible Reason	Suggestion
Problem in starting after Login	Any other SIP software is running	Close that software
Keep showing Registering... (you will find error message)	Internet Connection is too slow or Drop / Server Not responding	Check your Internet Connection / server setting
	User and password is wrong	Cross check username and password (password is case sensitive)
Voice is too slow / voice is not audible	System volume is Low / sound driver not present / disable	Increase Volume by using system volume / Install proper Sound driver / enable driver
Voice is not Clear	Codec is not properly set.	Contact to your server administrator And Configure Codec priority. **Ref 3.3**
Call get disconnected before connected	Codec is not properly set.	Contact to your server administrator And Configure Codec priority. **Ref 3.3**

7. Getting Help

In order to get the additional help regarding installation and implementation of Adore Softphone Premium, contact any of the following Customer Support Service:

Web support

To get the latest updates and information about your Adore Softphone Premium software, you can visit our support website at:

http://www.adoresoftphone.com/adore-softphone-support.html

OR,

E-mail Us: support@adoreinfotech.com

Call support

For getting the technical support over phone regarding our product, please make a call at our support number:
India Office: + 91-120- 6450129 (Monday – Saturday, 9am - 6pm, Indian Time)
USA (Toll Free): 1-800-498-6429

8. Contact Us

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