



IP Desktop Softphone (Windows) for Alcatel-Lucent Communication Servers

Version - 15

User manual

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2. Document History

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1.0	2014-2-15	Use of new template
2.0	2015-5-19	OXO compliance
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3. Terminology

Acronym	Signification
OXE	OmniPCX Enterprise
OXO	OXO Connect or OXO Connect Evolution
PABX	Private Alcatel-Lucent Branch Exchange, meaning OXE or OXO.
TFTP	Trivial File Transfer Protocol
UDP	User Datagram Protocol
RTP	Real Time Protocol
RTCP	Real Time Control Protocol
UA	Universal Alcatel
GD	Gateway Driver
GA	Gateway Appliance
VPN	Virtual Private Networking
AOM	Add-On Module
CA	Certificate Authority
CTL	Certificate Trust List
TLS	Transport Layer Security
DTLS	Datagram Transport Layer Security
TOFU	Trust On First Use

4. Introduction

4.1 Purpose of the document

The purpose of this guide is to provide the user with step by step visual guidance to make the IP Desktop Softphone application ready to use on their Windows desktop. It also explains how to use the application and main telephony features.

This guide is intended for end users of the application.

4.2 Application scope

This guide describes the use of the application: IP Desktop Softphone version 11.x only.

4.3 Summary of this guide

This guide covers the configuration, registration and operational procedures of the IP Desktop Softphone application.

The operational part covers the description of the screens and buttons as well as the use of the following telephony features: making calls, receiving calls, messaging, and keys programming.

4.4 Related documents

For installation please consult the following document: IP Desktop Softphone - Installation and configuration manual.

4.5 Licensing

No license system is included in the IP Desktop Softphone application. This aspect is managed at the level of the communication server (OXE or OXO).

4.6 Customer Support

Please contact your system administrator or Alcatel-Lucent Enterprise Business Partner for support.

5. Prerequisites

The IP Desktop Softphone requires Microsoft .NET Framework 4 and Windows installer 3.1.

To install Microsoft .NET Framework 4 (if not already installed) please refer to:

<https://www.microsoft.com/en-us/download/details.aspx?id=53345>.

6. Configuring your IP Desktop Softphone

6.1 Getting started

In your system, the Administrator has installed the application: **IP Desktop Softphone** and has done the required basic configuration. When you boot your system, this application does not automatically launch itself. To launch this application, click the following icon. The application had placed this icon in your desktop, during the process of its installation.

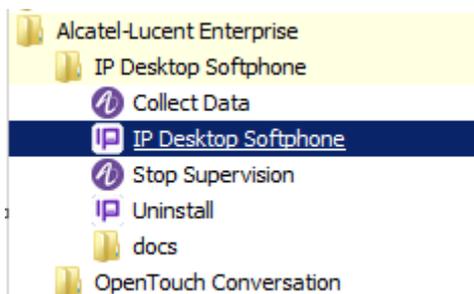


You can also launch the application:

In Windows 7, from the **Start** menu, as follows:

Start → All Programs → Alcatel-Lucent Enterprise → IP Desktop Softphone

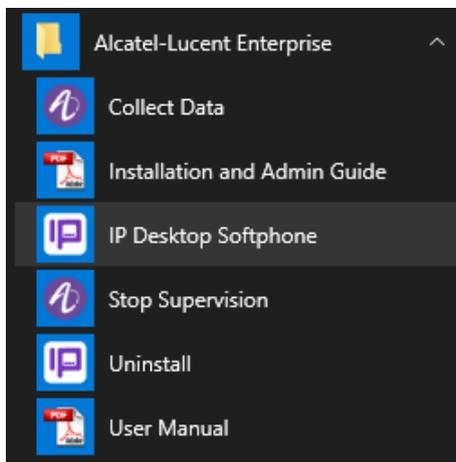
This is illustrated below:



In Windows 10, from the Windows menu, as follows:

 → Alcatel-Lucent Enterprise → IP Desktop Softphone

This is illustrated below:



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Once you run the application as given above, the following image displays in your screen:

Note: If you are running this application for the first time after installation, you must connect your system to an audio terminal. Without this connection, you will not be able to use the application. This is detailed in the Installation Manual.



Now the IP Desktop Softphone application is ready for use. However, working of this phone will have to be customized to meet your requirements. For this, you will have to do some configuration. The following section explains the configuration.

6.2 User configuration

Configuration of this application is given under following three heads:

- Settings
- Audio settings
- Set Reassignment

To begin the configuration process, right click on the phone image. In the menu displayed, select "Settings" You can then select the option you need and configure the settings.

6.2.1 Settings

Under this head, you can customize the following, to suit your preferences:

- When the phone image should display,
- The interface language,

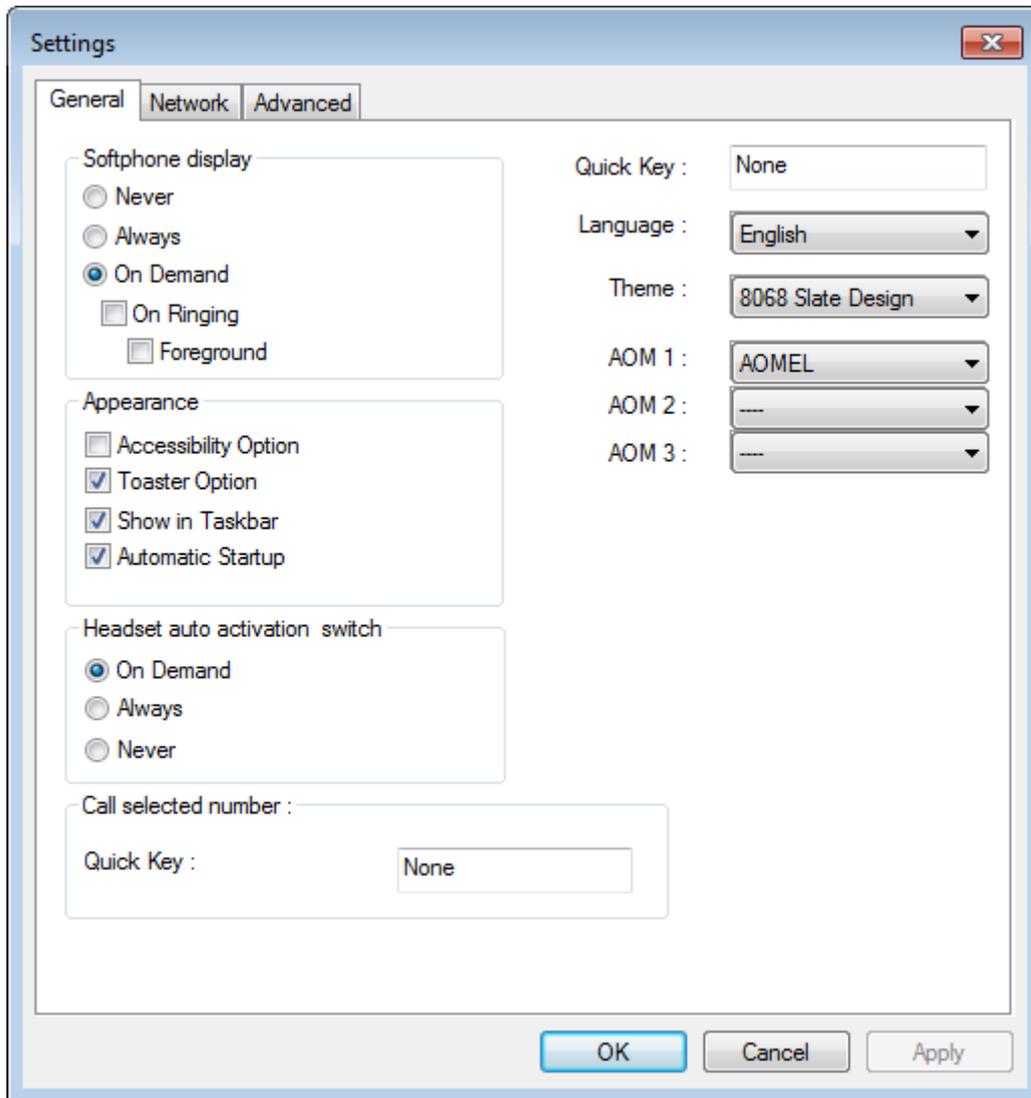
To configure the above, follow the steps below:

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User manual - ALESVC56137 REL 15.0

1. Right-click on the phone image.
2. In the list box displayed, select: Settings, as indicated below:



3. This displays a window with three tabs as given below:

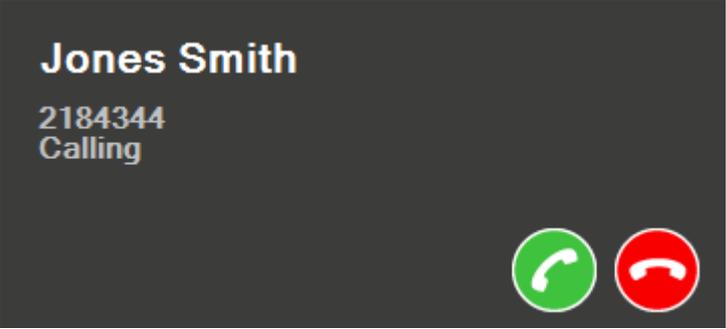


In this window, only the first tab is relevant for end users. The last two tabs are for the Administrator only. For customization, you will only need the first tab.

6.2.1.1 General tab

If access is secured, a password is requested. Visible fields contain default or defined values during the installation process. If you have access to this tab, you can modify the fields as you wish. The following table explains these entries:

Field Name	Description
Show Toolbar:	The Toolbar refers to the Softphone display. Using the fields below, you can customize as to when it should display.
Never	This option is mainly used during the Inter-working with CTI applications that have their own GUI.
Always	If you select this, the toolbar displays always, above all other displays
On Demand	The toolbar would display only when you click on the Softphone icon in the system tray
On Ringing	The Toolbar displays when the Softphone rings
Foreground	When this is checked, the phone window is displayed in foreground when the phone rings
<p>Only the following combinations are allowed:</p> <ul style="list-style-type: none"> 1-Never 2-Always 3-On Demand 4-On Demand + On Ringing 5-On Demand + On Ringing + Foreground 	
Quick Key	<p>Through this box, you can assign a key, pressing which, the toolbar would display. To do so, position the cursor in the box and click the desired key. Immediately, this box displays the description of the key entered.</p> <p>NB: Only (Function keys: F1, F2 ...), (CTRL + shift + key), (CTRL+ alt + key), (CTRL+functional key) or (SHIFT+functional key) combinations are available</p>
Language	<p>This dropdown box gives you the choice of 12 languages. They are given below in the same sequence as given in the application:</p> <ul style="list-style-type: none"> • Chinese • Dutch • English • Finnish • French • German • Italian • Korean • Norwegian • Portuguese • Russian • Spanish

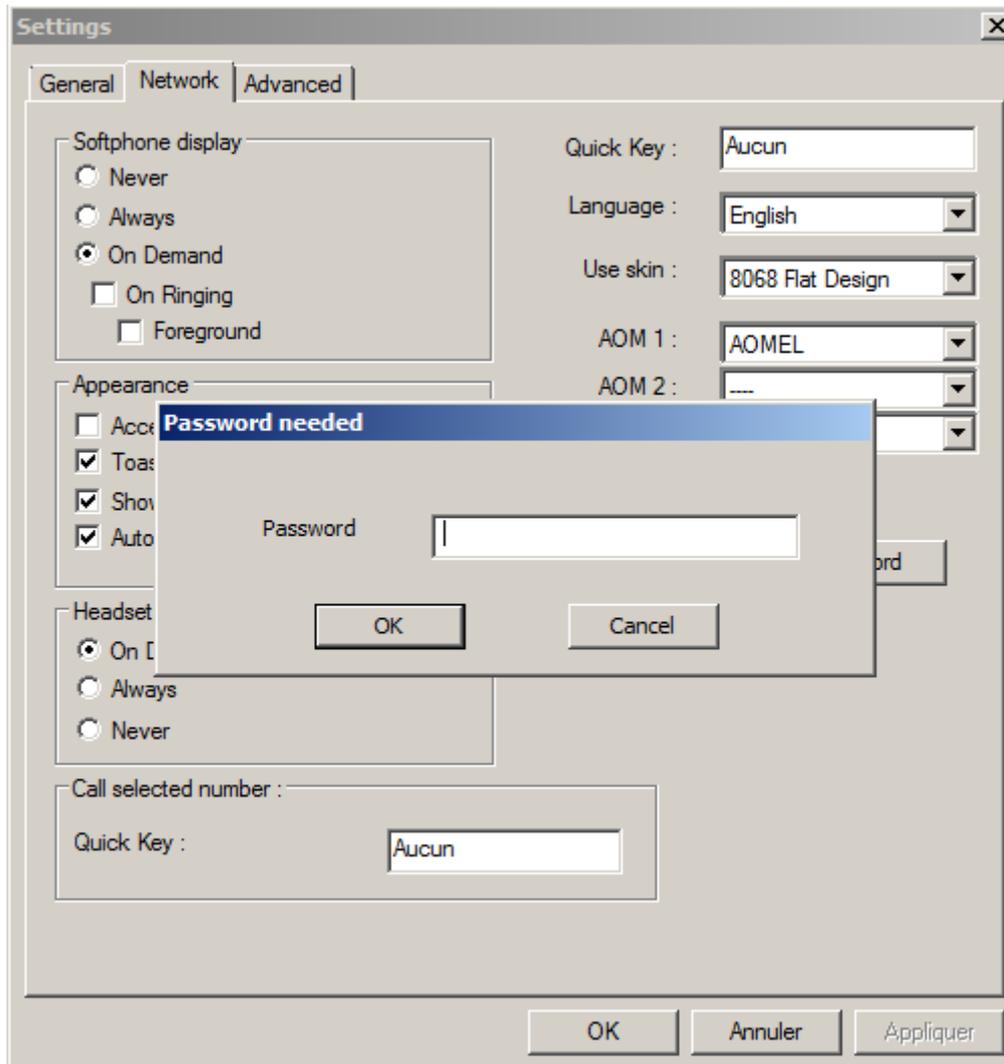
Field Name	Description
	The language you select here will be used in all the tabs. This change is confined to these customization pages only and does not affect the toolbar display.
Use Skin	This refers to the appearance of soft phone look & feel. You can select one skin among the list described below(see paragragh Skin modes)
AOM	<p>This stands for: Add-On Module. If you click at the bottom right button of the phone image, a pad would extend. This keypad contains many programmable buttons. Your selection in this dropdown box determines the availability of this pad. Here you have the following option:</p> <p>AOM10: The keypad would contain 10 buttons</p> <p>AOM40: The keypad would contain 40 buttons for each tabulation (two tabulations available)</p> <p>AOMEL: The keypad includes 14 buttons for each tab (three tabs available)</p>
Toaster Option	<p>When a call comes in, IP Desktop Softphone icon displays on the screen with appropriate message at bottom of screen, if you tick this. The display looks like this:</p>  <p>If the call is supervised it will looks like this:</p> 
Accessibility Option	<p>Activate this option to use IP Desktop Softphone in case of partially sighted users.</p> <p>This option must be used with specific software for Windows (for example: Jaws) that enables blind or partially sighted people to use the IP Desktop Softphone without using the screen by displaying on-screen information in synthetic speech.</p> <p>It should not be used in a standard usage.</p> <p>The Accessibility option is not compatible with “High Contrast” skin.</p> <p>This restriction is indicated by a popup when selecting the skin, if the option is selected.</p>
Show in Taskbar	The big Softphone icon will be displayed in the taskbar.
Automatic Startup	Activate this option to start IP Desktop Softphone automatically at each user login.

Field Name	Description
Headset automatic activation switch	Choose the option to automatically detect and enable the headset plugged-in as the default device <ul style="list-style-type: none"> • On Demand • Always • Never
Call selected number: Quick key	Through this box, you can assign a key, pressing which, IP Desktop Softphone, if running will call the selected number from any windows application. To do so, position the cursor in the box and click the desired key. Immediately, this box displays the description of the key entered. NB: Only (Function keys: F1, F2 ...), (CTRL + shift + key), (CTRL+ alt + key), (CTRL+functional key) or (SHIFT+functional key) combinations are available

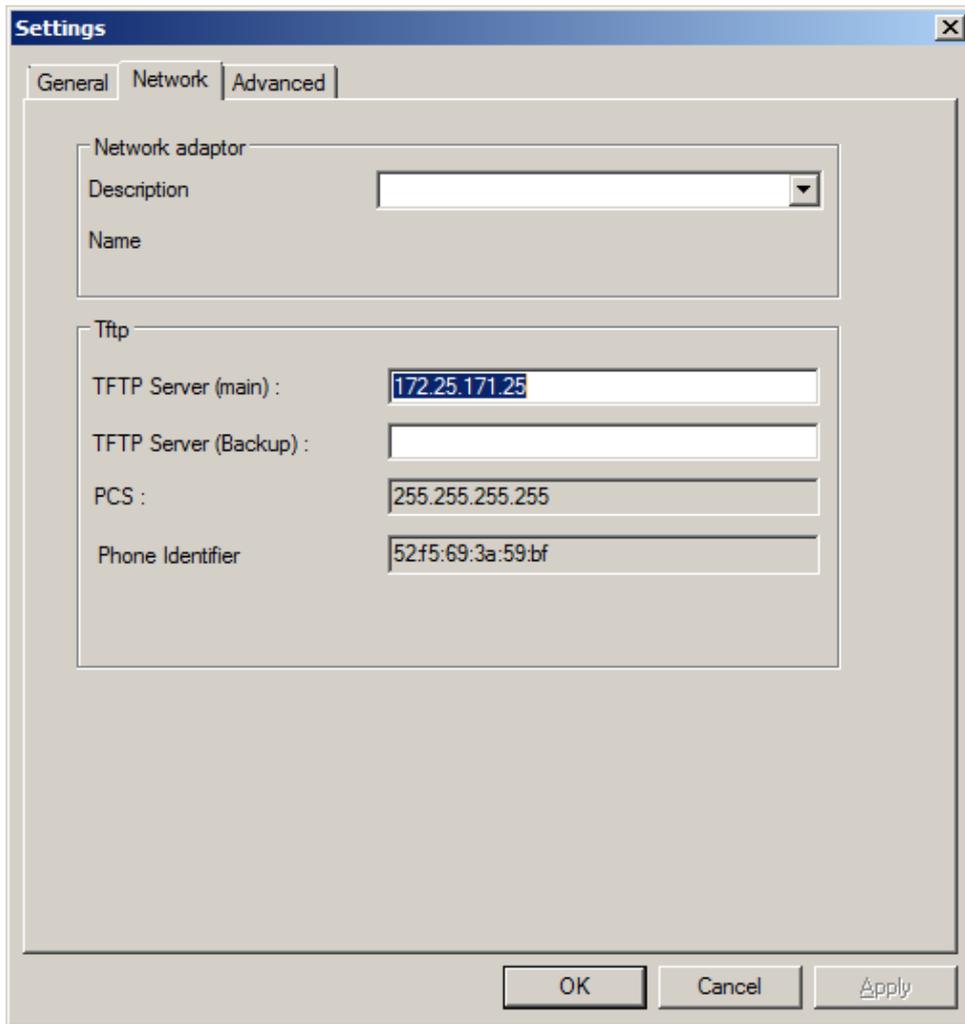
Once you have completed making changes, click on Apply to save your entries. Click OK to save your data and close the window.

6.2.1.2 Network tab

If access is secured, a password is requested. The following window is displayed.



Changing the settings on the Network tab must be done with full knowledge. Entering an incorrect or irrelevant value may cause IP Desktop Softphone to stop working. Please consult your administrator before making any changes.



In the entry boxes in this tab, you can see the values you had entered during the installation process. If you have access to this tab, you can modify the values.

The following table explains these entries.

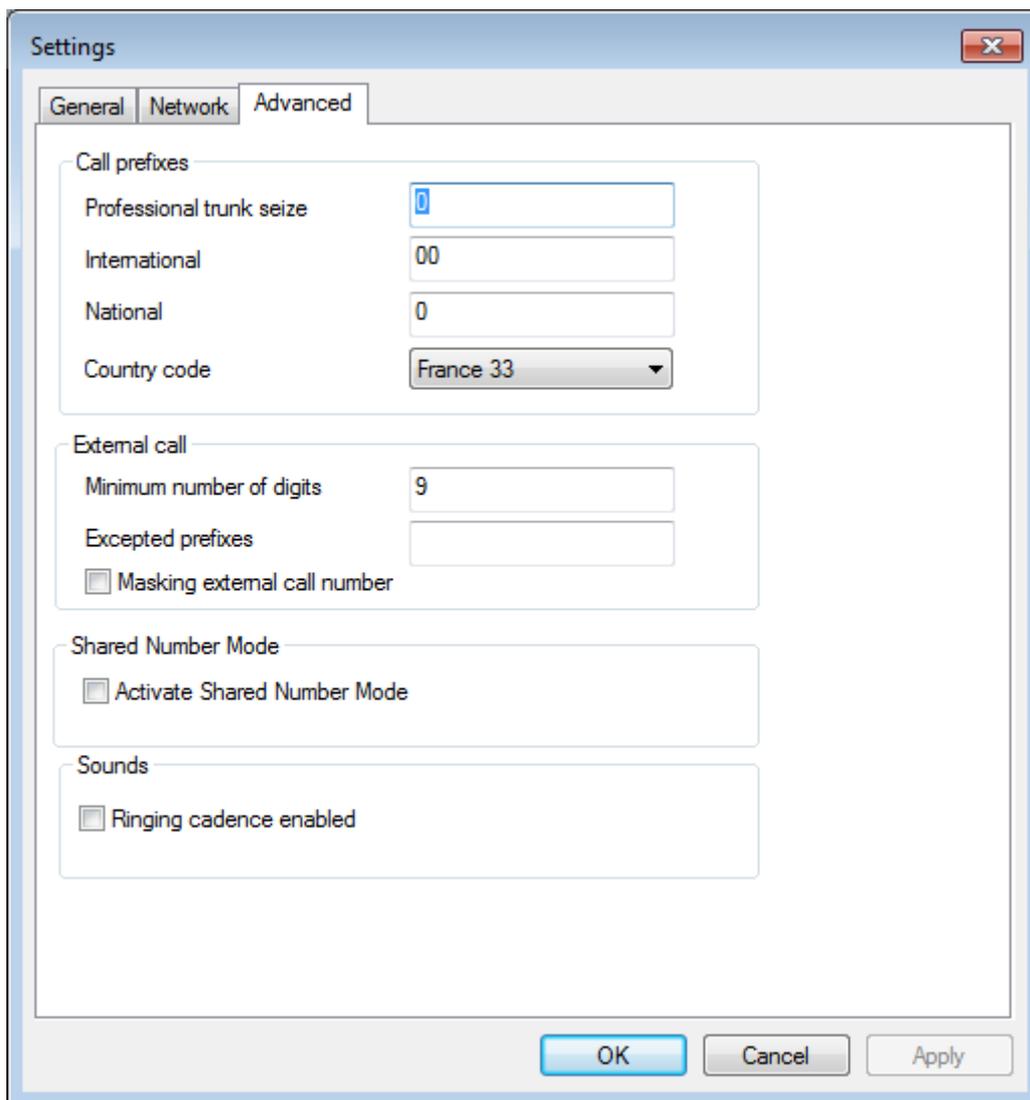
Field Name	Description
Network Adaptor:	
Description	This refers to the Ethernet card. The application automatically detects existing cards in the system, and lists them here. Select your preferred card.
Name	This automatically displays. You cannot change it.
Tftp:	
Tftp Server (Main)	This refers to the IP address of your call server. The entry you see here is the one you had keyed in during the installation process. You can change if required. Any error in the entry would deprive connectivity. These data are mandatory.
Tftp Server (Backup)	This is the IP address of the 2 nd CPU. Enter the 2 nd Role MAIN IP address here if spatial redundancy is managed.

PCS	If there is a Passive call server configured, The IP address of the Passive call server is displayed here. This value is automatically provided by the NOE protocol and cannot be modified manually.
Phone Login	This is the MAC ID for your terminal, which is automatically generated by the application. You cannot change it.

- Once you have completed making changes, click on Apply to save your entries. If you click OK, it saves the entries and closes this screen.
- Now the application is operational. You can change the settings whenever you require, following these steps.

6.2.1.3 Advanced tab

If access is secured, a password is requested.





Changing the settings on the Advanced tab must be done with full knowledge. Entering an incorrect or irrelevant value may cause IP Desktop Softphone to stop working. Please consult your administrator before making any changes.

This page is dedicated to customizing call settings. The table below explains the entries in this page:

Field Name	Description
Professional trunk seize	See the description of the "TRUNKSEIZE" field in Chapter 8 (Installation)
International	See the description of the "PREFIXINTERNATIONAL" field in Chapter 8 (Installation)
National	Refer to the description of the "PREFIXNATIONAL" field in Chapter 8 (Installation)
Country code	Refer to the description of the "COUNTRYCODE" field in Chapter 8 (Installation)
Minimum number of digits	Refer to the description of the "MINDIGITS" field in Chapter 8 (Installation)
Excepted prefixes	Exceptions from the previous field separated by spaces.
Masking external call number	Used to hide the call number, an "External Call" string will be displayed instead of the number on the screen as well as all of the application's menus.
Shared Number Mode	Choosing Shared Number Mode will link the Softphone ID to the PC (One ID only per PC), (Same Mac Address for all users)
Ringing cadence enabled	Used to activate or not the cadence for ringing, by default it is not activated.

Once you have completed making changes, click on Apply to save your entries. If you click OK, it saves the entries and closes this screen.

Now you have completed customizing the application to suit your preferences.

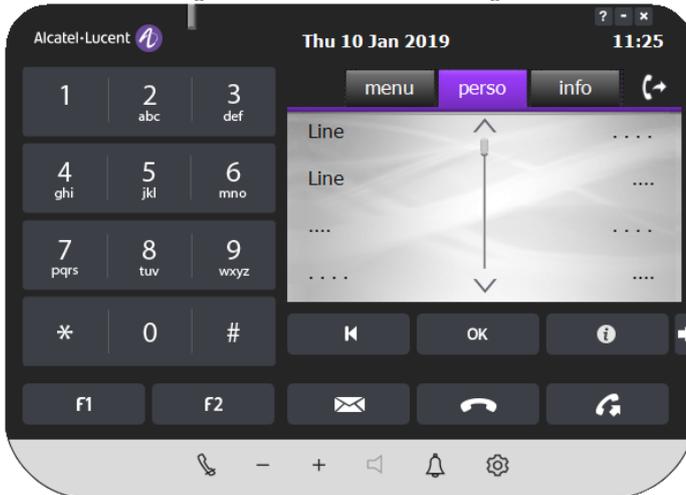
6.2.2 Theme

There is a list of choices for the application skin mode, by default the skin used is "8068 Slate Design". The different modes are:

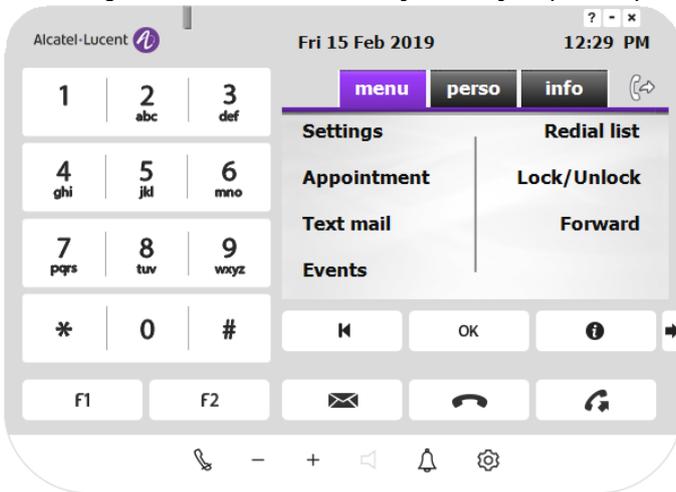
- 8068 Blue Design: view with a design reminiscent of the 8068s



- 8068 Flat Design: view with a thin design



- 8068 High Contrast: view used by visually impaired persons

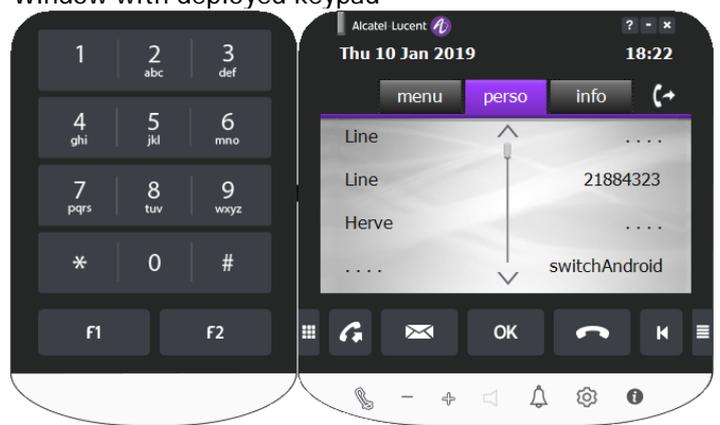


- 8068 Mini: minimal view where the keypad and AOM can be minimized

Minimized window:



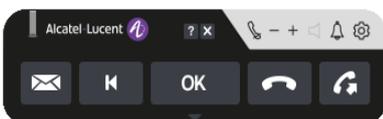
Window with deployed keypad



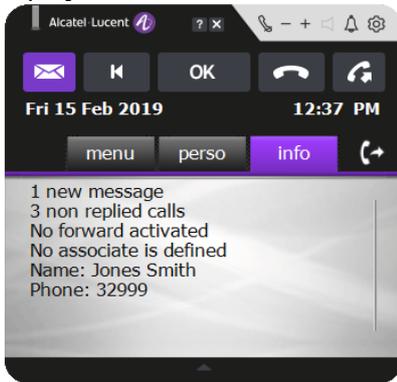
The “8068 mini” mode offers a modular large hands display.

- 8068 Toolbar: compact view or telephony window can be hidden / displayed

Minimized window:

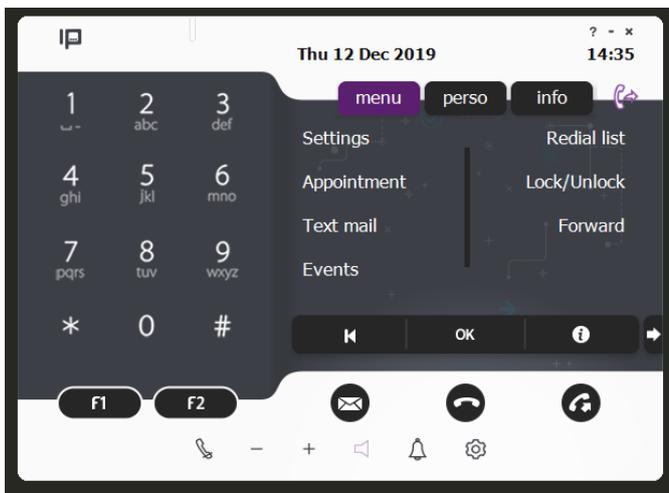


Deployed window:



The “8068 Toolbar” mode is particularly suitable for a minimum space requirement on the screen allowing access to the main buttons without the keypad - the PC keyboard is then used. The telephony window can be hidden or displayed as needed.

8068 Slate Design:



6.2.3 USB Headset

Only headsets that are compatible with IP Desktop Softphone can be used. This list is available in the *HeadsetEcosystem* document. Contact your partner.

Notes:

The on-hook / off-hook and mute / unmute functions from the headset are supported only for USB connected headsets.

If the headset is connected during a call, the functions mentioned above will only be available for the next call.

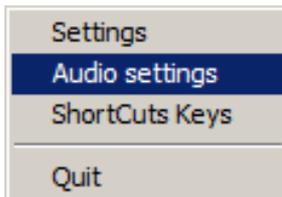
6.2.4 Audio settings

The Audio Settings link allows to customize your audio equipment. You can configure the audio devices of your choice separately for ringing, loudspeakers and microphone. This application supports use of Bluetooth Headset to make conversations using this phone. However, before you configure, these audio devices should have been connected and installed in your system.

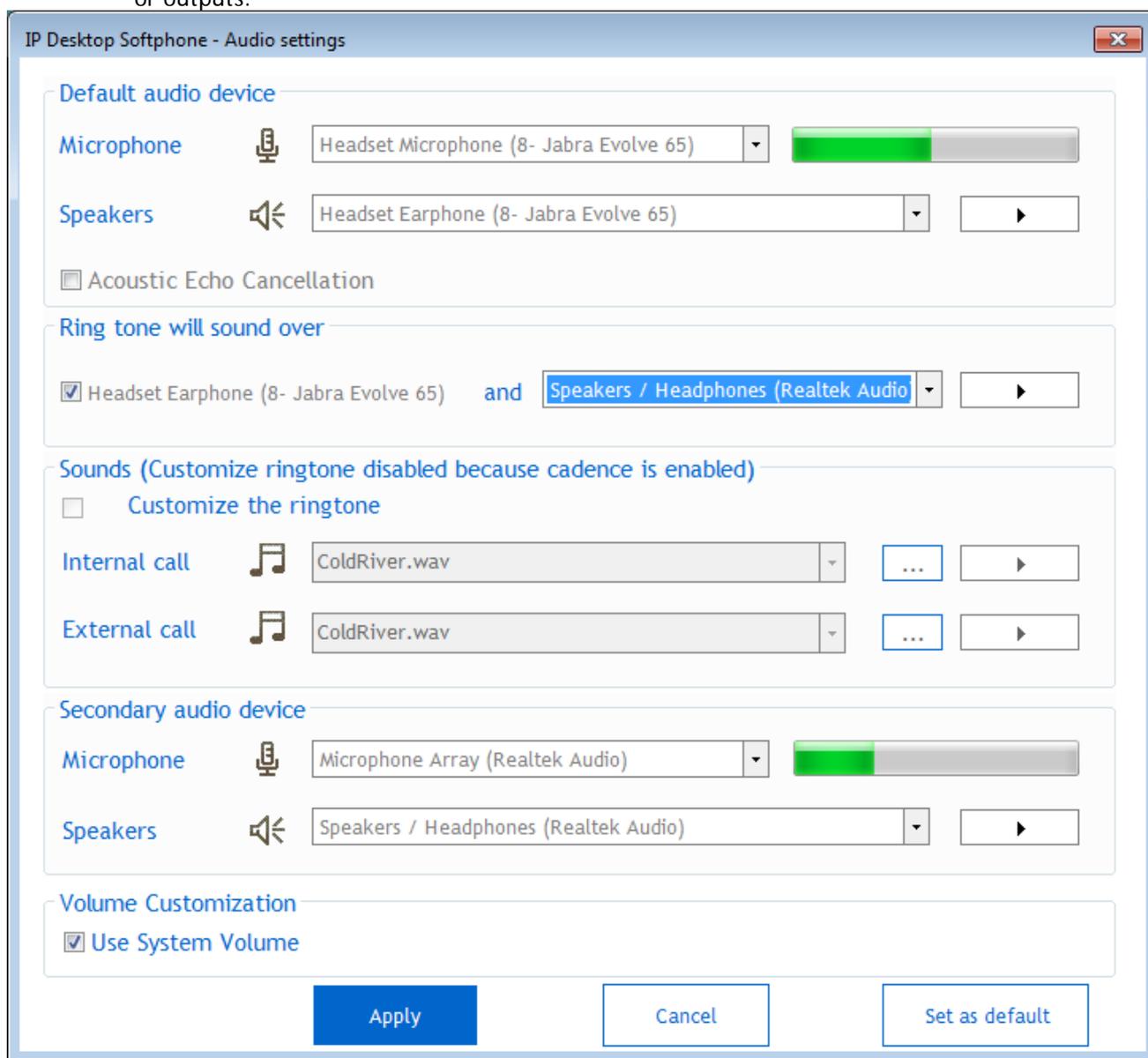
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To start on configuration, follow the steps below:

1. Right-click on the IP Desktop Softphone displayed on the screen.
2. In the list displayed, select "Audio Settings" as shown below.



3. This opens the starting page for customizing. First, please close all programs using audio inputs or outputs.



On this screen, initialize the available audio devices according to their purpose. The dropdown boxes in this page list all the available audio devices. The table below explains the components of this screen:

Field Name/Icon	Description
Loudspeakers 	In this dropdown box, the audio device that you select will be utilized for phone's output, and is heard through speakers. One is required for the primary audio device and another one is optional for the secondary audio device. You can test them by clicking the button in front of this drop-down list  Use the button  to stop the test.
Microphone 	The audio device you select here picks up your speech and inputs into the phone. The maximum audio recording level is displayed in real-time in the progress bar in front of this drop-down list  The Microphone of the secondary audio device is used for hands-free mode.
"Acoustic echo cancellation" checkbox	This refers to the audibility of your voice in your earpiece. If you select this check box, echo is controlled. Do not check this box if you are using a headset. The audio quality of your equipment would be reduced. This option is only to select when you use Ip Desktop Softphone with hands free.
"The ringtone will be played on" checkbox	Once you check it, you can see the phone's output device you had chosen, replicated here. This is the default value. If you do not want to use this, then uncheck the checkbox. If this check box is not selected, the neighboring data are no longer displayed and in this case, you must choose an output device for the ringing from the drop-down list next to the "And" label. You can test them by clicking the button in front of this drop-down list  . Use the button  to stop the test.
"Customize ringtone" check box	To customize your ringtones check this box, otherwise the Pabx ringtones will be played. This function will be disabled if the cadence is enabled. 
Ringtones	Click on this button to select a ringtone for internal calls and one for external calls: either in the drop-down list or by clicking the Browse  button, the explorer window will open. Then, select a .wav file. The phone uses this file while testing the audio properties. The file you have selected is displayed next to this button.  For compatibility reasons, when personalized melodies (.wav) are chosen and Call Ringing Cadences are programmed in the PABX system parameters, the ringtone may be altered or not or played.
"Use System Volume" check box	To customize the volume level, you have either to check this box if you want to use system volume, or uncheck it if you want to adjust the used volume level or mute it 

Now you have completed the Audio configuration. Click OK/Apply to close this screen.

Note:

It is recommended to plug the headset before launching the IP Desktop Softphone and to launch the Audio interface manually one time after the installation.

After that, the connection and disconnection of the headset is detected automatically. When a headset is connected, the audio is sent in this device.

DEFAULT AUDIO CONFIGURATION:

You can choose to set and save your default audio configuration, that will be taken automatically when a default device is plugged.

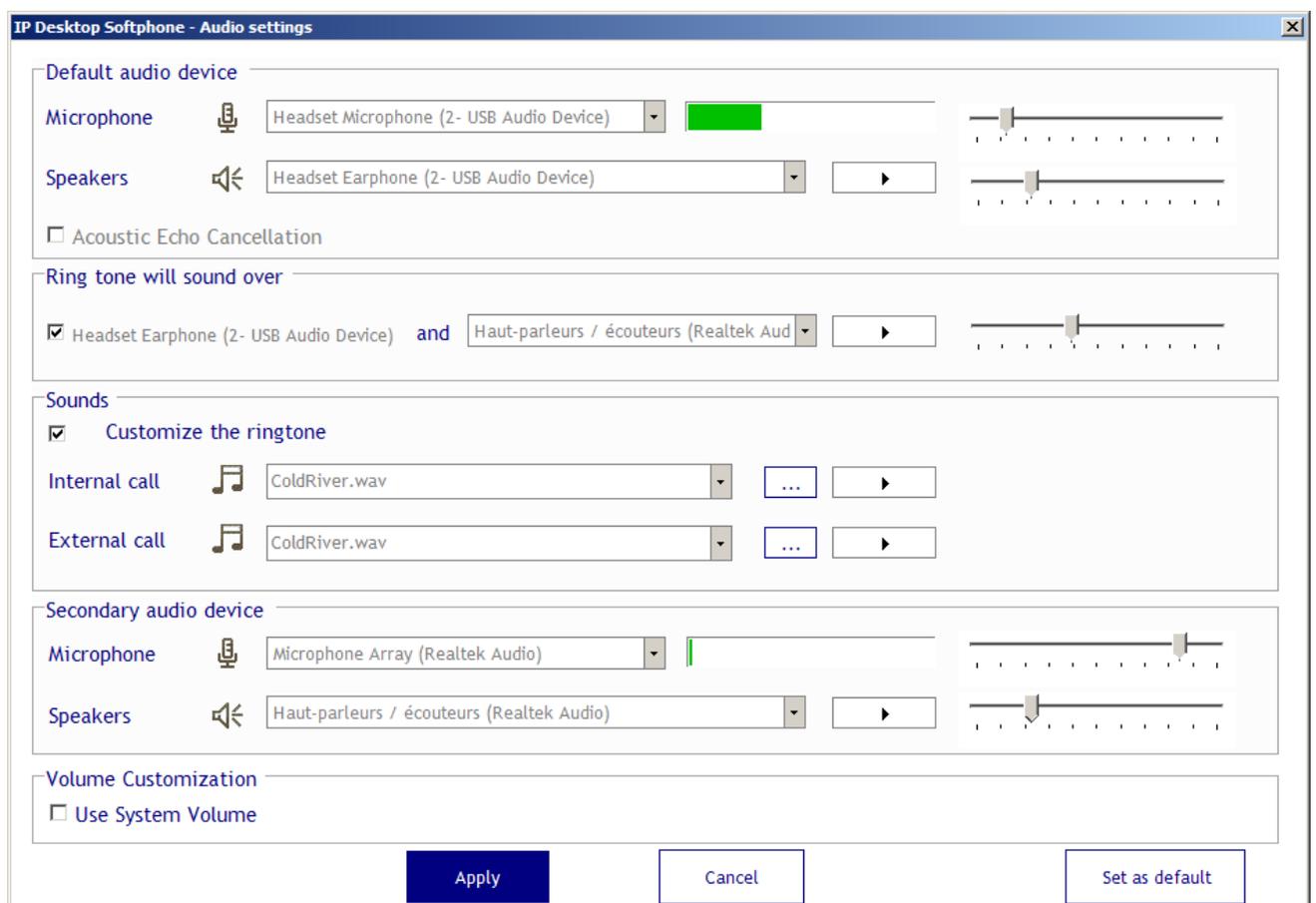
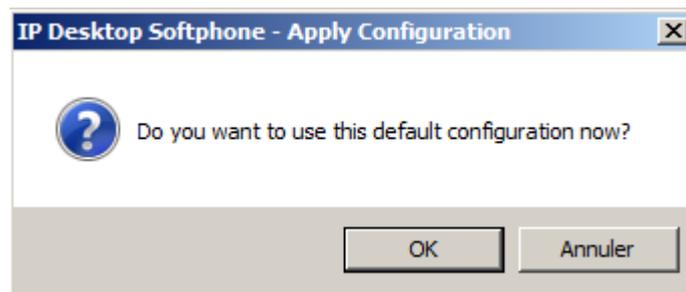
Default configuration concerns: MICRO/SPEAKER of primary and secondary device and ringer device.

You can also visually see the default devices in the list box by a distinctive display (bold and blue color) when device is detected by the system.

Default configuration is applicable when option "Headset Auto activation" is set to:

- Never
- on demand. (no popup when default device is plugged)

To do this operation, click on the "Set as default" button, you can either use this default configuration now (answer OK), or when a default device is plugged.



If you want to remove the default configuration you set before, click on the button "Clear default conf".

Loudspeaker state:

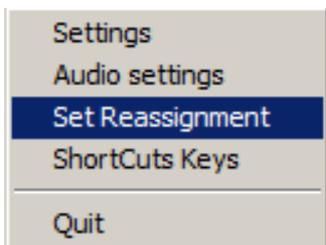
- If the user does not have a secondary device or has not configured it from the application's audio settings => the speaker icon is disabled (dimmed), but visible and can not be clicked. 
- Once the user has configured it from the audio settings, the speaker icon becomes visible and can be clicked. 
- If the user activates the speaker (by clicking on it) it turns blue. 

6.2.5 Volume control

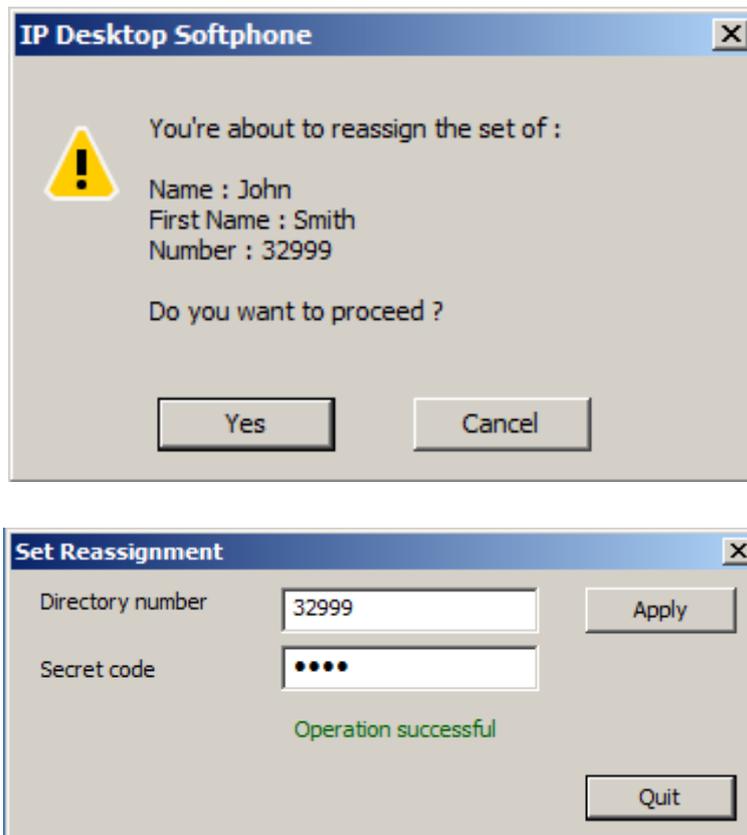
By default, the active volume is that of the audio device used in the audio configuration. You can customize the volume level using the audio setting windows (uncheck the box "Use System Volume"). Also use your audio device or the +/- keys of the application if you want to temporarily change the volume during the conversation.

6.2.6 Set Reassignment

This menu is useful to reassign an extension by a simple user action. This menu is only available if the option was chosen during installation, and can not be added later. This option is only available for OXE.



Fill directory number and pin code for desired extension number to reassign to IP Desktop Softphone, then confirm the message displayed indicating the information on this set:



These operations are logged in a windows event file (ipdsp.evtx). It is stored under traces directory: %TEMP%\Alcatel-Lucent Enterprise\IpDesktopSoftPhone\Logs.

The log contains the following information for each operation:

- Date
- IP Desktop Softphone ID (MAC address)
- Windows user initiating operation
- Previous directory number
- New directory number
- Result: SUCCESS/FAILED

6.3 Shortcut Key Programming

This refers to assigning keys in the system's keypad to specific functions available in the phone image. Once so assigned, you can use the system's keypad keys, instead of clicking on the buttons of the phone image. Let's assume that you have assigned the CTRL+A combination to the redial function. Simply press CTRL+A to redial the number instead of clicking the button  on the phone image.

Conditions of this programming are:

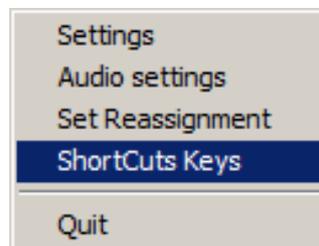
1. Only specific keys of the phone display can be assigned with shortcut keys.

2. All function keys can be assigned. But if any function key is used by a running application, then at the use of that function key, the other application gets precedence.
3. Other than function keys, alphabets can be used, in combination with Control key. Alphabet keys are not case sensitive.
4. You cannot assign shortcuts to any keys other than those specified above.
5. The assigned keys can be deleted, if desired.

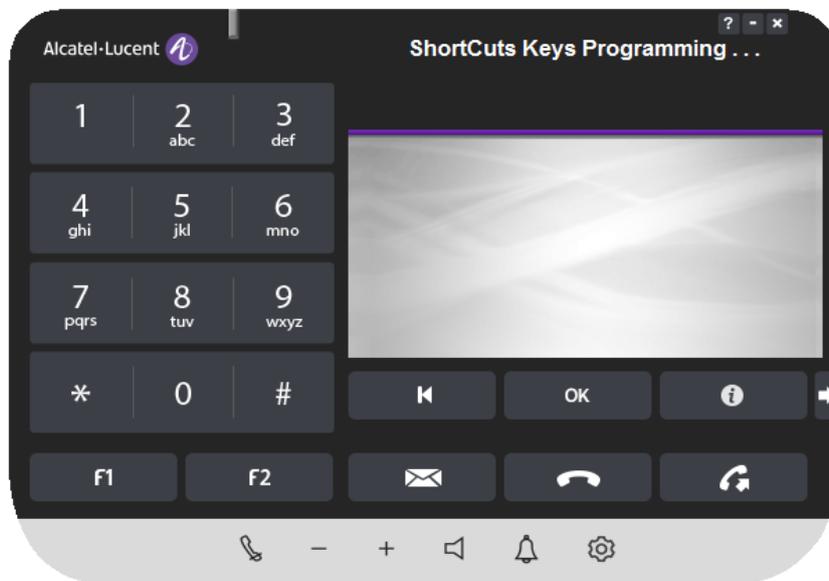
Programming process

To program shortcut keys, do the following:

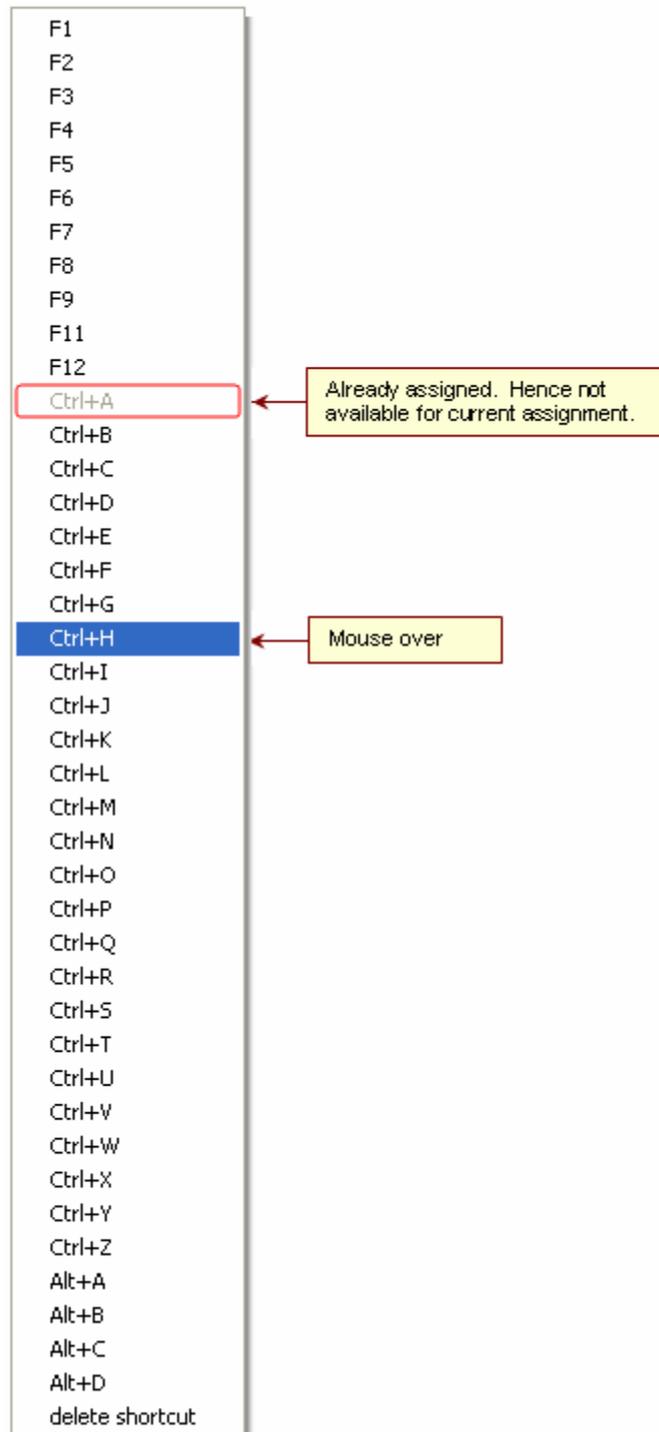
1. Launch the application. If it is already launched, click on the system tray icon, to display the phone image
2. Right click on the phone image.
3. In the menu displayed, select "Keyboard shortcuts". Its display is below:



4. Click on the "Keyboard Shortcuts" option and the following image is displayed:

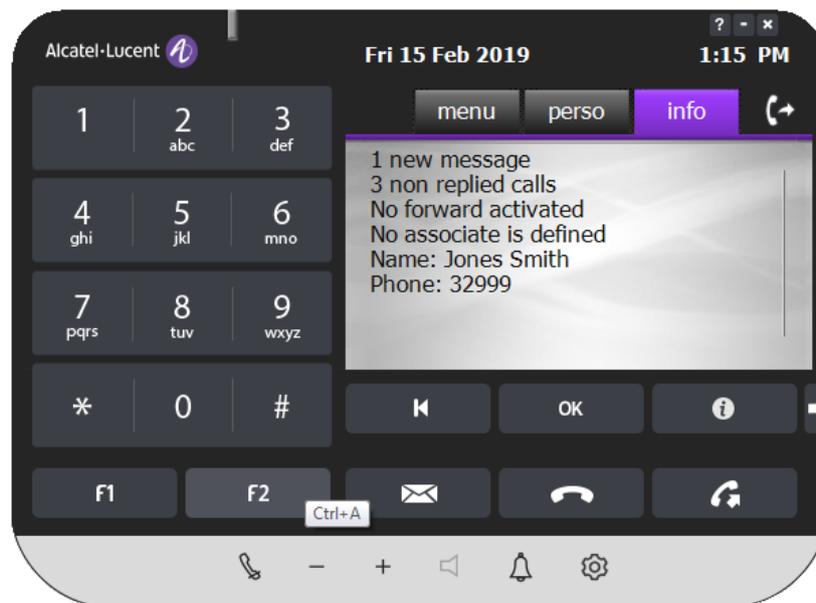


5. You can create shortcuts, only for the keys that are in display in the above image. To create shortcut for a key, click on that key. The following window is displayed:



6. In the above screenshot,
- All items in the list, but for CTRL+A are available for assignment. It is because, CTRL+A is already assigned to a key.
 - CTRL+H is displayed on a blue background. It indicates that the mouse pointer is over CTRL+H.

- c) If the selected key is already associated with a shortcut, you can delete the shortcut. Click Delete Shortcut.
 - d) Suppose, the key over which you have clicked is already assigned with a shortcut. If you intend to change that shortcut to another, then click on the new shortcut. The new shortcut would replace the old one.
7. To assign a shortcut, click on the desired shortcut from the list.
8. To check the shortcut assignment, move mouse pointer over it. It displays the shortcut, if assigned. In the below sample, the button F2 is assigned with the shortcut: CTRL+A. On mouse over, it reveals the assignment



9. Once the assignment is over, right click on the phone image. A box with the word Exit displays. Click on it to close this display.

Now, the shortcut programming is effective for the phone.

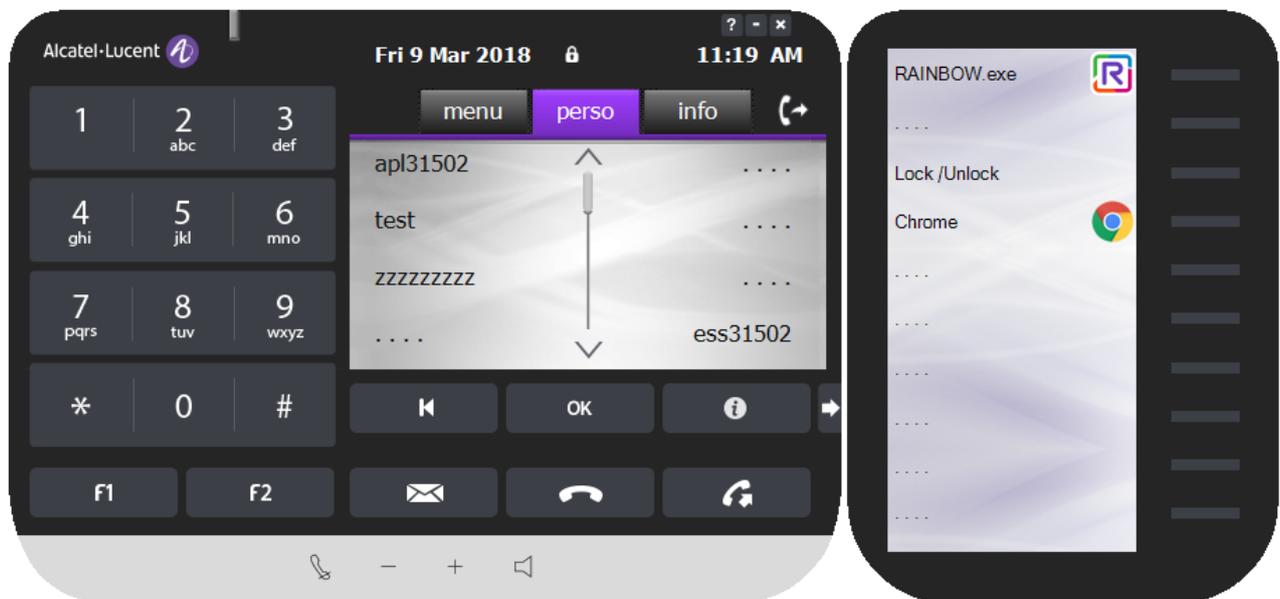
6.4 Add-On Module

In the phone image, at bottom right, there is an arrow button that looks like this: . When you click on it, it extends a programmable key pad. It also can be used as a toggle to retract the extended keypad. The extended keypad contains tabulations and keys. This module is available depending on the configuration in the communications server. Below is its sample display:

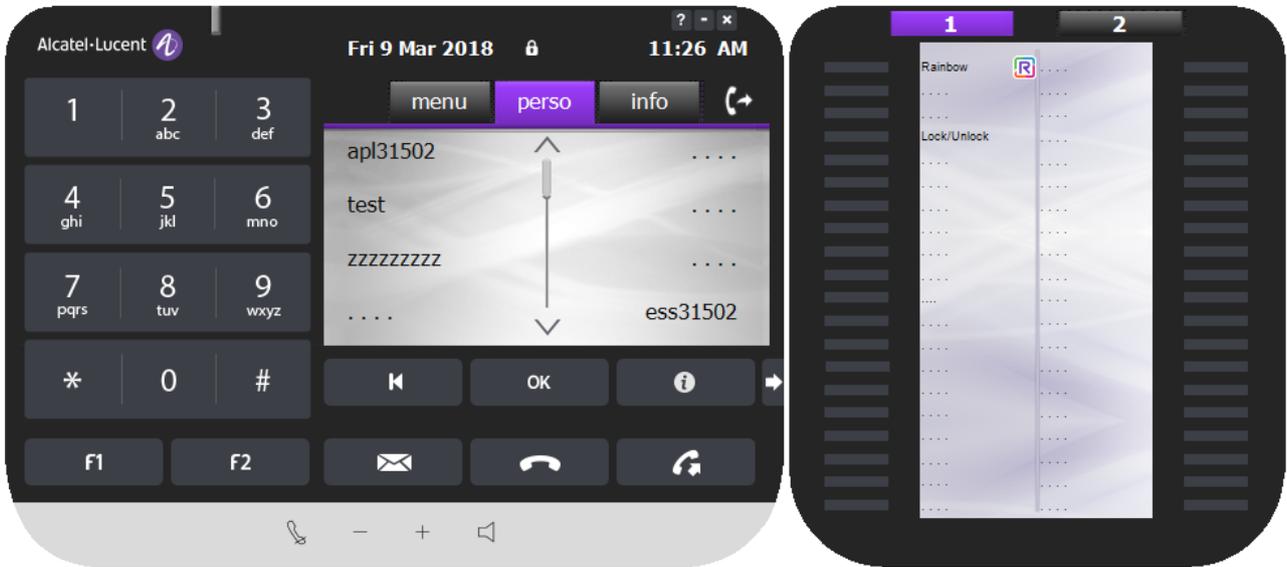
14-key extension module (AOMEL)



10-key extension module (AOM10)



40-key extension module (AOM40)



 In case of CCD configuration, the agent and pro-acd set must have the same keyboard declared in both OXE and ipdsp settings.

6.4.1 Programming AOM Keys

The purpose of the keys of the keypad is to customize them with desired functions. These can be programmed to:

- Execute a function of the phone
- Execute application in hard disk

Once programmed, just a click on that button to execute that function. For identification purposes, the name of the program displays against that button, along with its icon, if available.

 If the same key is programmed both locally for a Windows application (found in the user .ini file) and on the OXE as a programmable key (speed dials, services), local programming (App) is taken into account and that whatever the configuration of the station (DSS / DSU, CCD, ...) for the same Windows user or those who share the same .ini file.

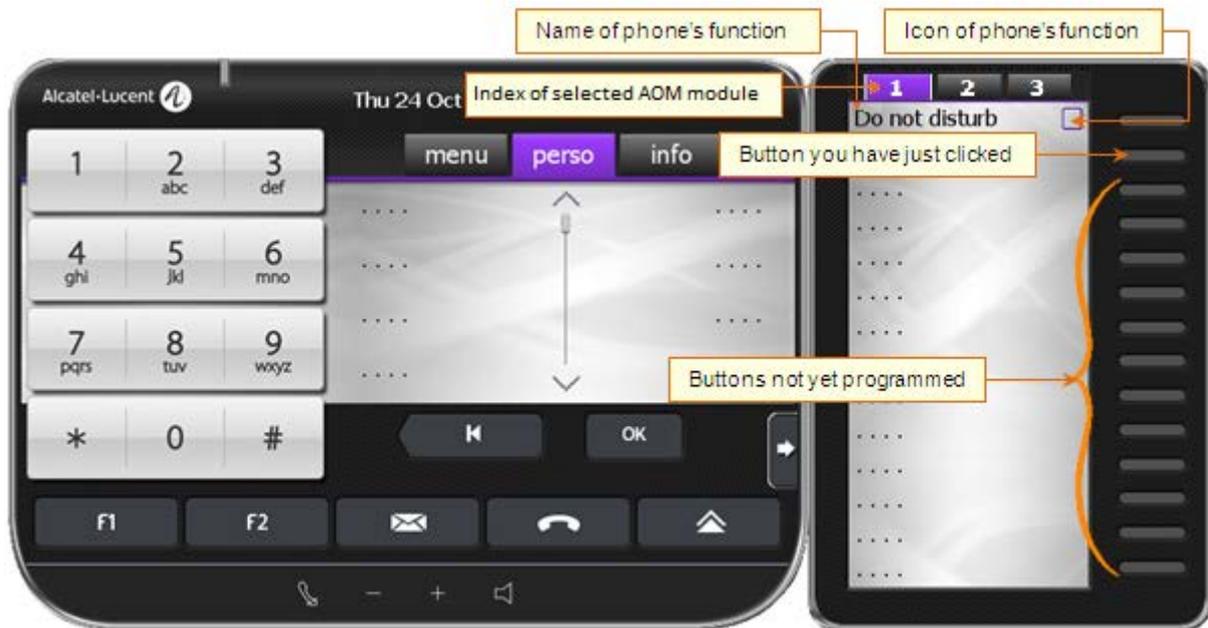
Below are examples for each of the tasks mentioned above.

6.4.2 Programming an OXE telephone function

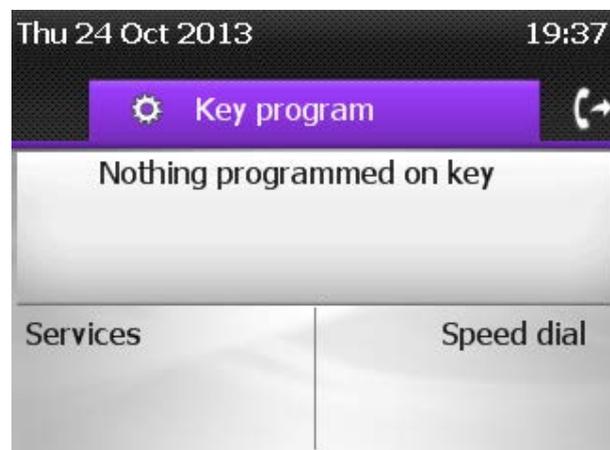
Using this facility, you can save on the many clicks that you use on the phone to accomplish your tasks. To reach some functions in the phone, you need to pass through many submenus. This option allows you to launch a function using a one-touch key. Simply click on the keypad key to perform the desired operation.

Below is an example, given in steps:

1. Launch the phone
2. Access the extended keypad.
3. On the phone, select Menu → Settings → Phone → Key program. Now the phone will look as below:



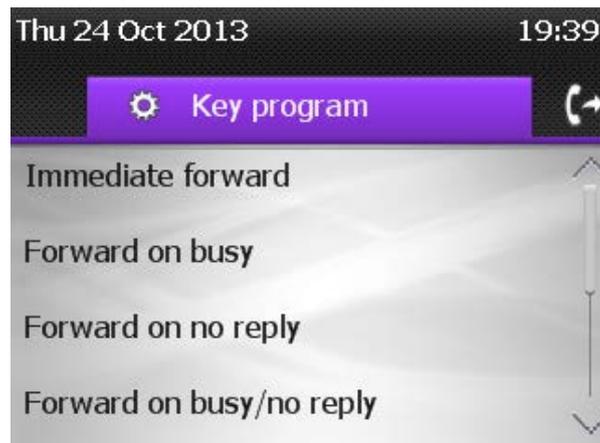
4. In the keypad, click on the button to which you intend to initialize this function. This changes the screen to the one below:



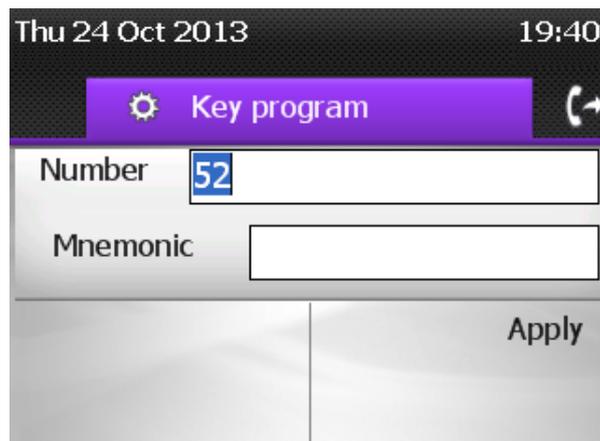
5. You can reach the above screen, just by clicking on the button to be programmed.
6. From here onwards, you can select the required program by moving through the menu path. This example targets at programming Forward on Busy. To do so:



7. In the above screen, select Forward Services.



8. Select Forward on Busy



9. Select Apply.



10. This completes the programming of phone's services.
11. To execute this function, just click on the button. The screen displays the window below.



6.4.3 Programming an OXO telephone function

Using this function, you can save on the many clicks that you use on the phone to accomplish your tasks. To reach some functions in the phone, you need to pass through many submenus. This option allows you to launch a function using a one-touch key. Simply click on the keypad key to perform the desired operation.

Below is an example, given in steps:

1. Launch the phone
2. Access the extended keypad.
3. On the phone, select Menu → Settings → Phone → Keys. Now the phone will look as below:



4. In the keypad, click on the button to which you intend to initialize this function. This changes the screen to the one below:



5. You can reach the above screen, just by clicking on the button to be programmed.

6. Then you can select "Name" to give a name to the key,



7. After the name is entered, click OK. Select Number to manage the called number.





8. This completes the programming of phone's services.
9. To execute this function, just click on the button. The screen displays the window below.



6.4.4 Programming application from hard disk

This is to initialize a file found in your hard disk, to the button of your choice. This saves you the effort of searching through the explorer to locate the required file. This example shows the method of initializing Internet Explorer to a button.

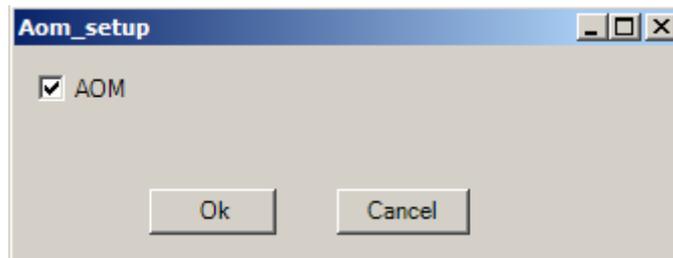
1. Launch the phone

IP Desktop Softphone (Windows) for Alcatel-Lucent Communication Servers
User manual - ALESVC56137 REL 15.0

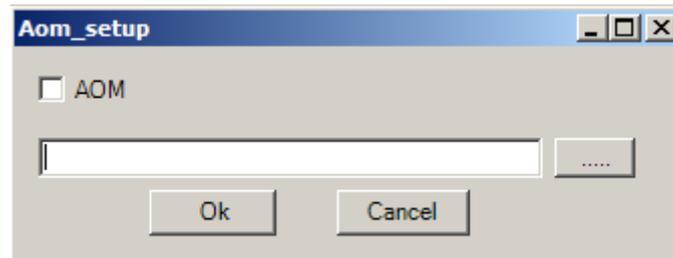
2. Access the extended keypad.
3. Right-click on the required button. A box reading Options displays as below:



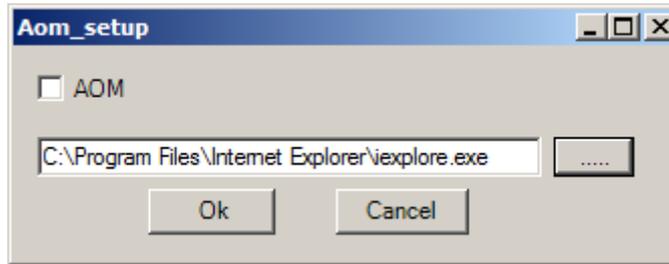
4. Click on Options. Its display is below:



5. Uncheck AOM. This changes the display to:



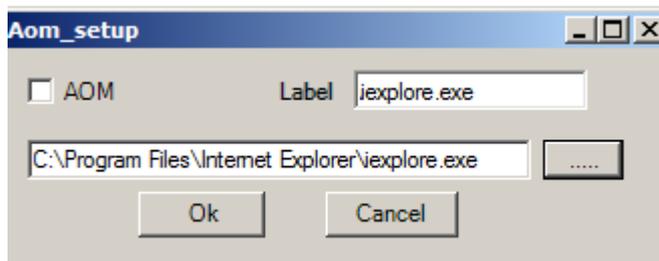
6. In the window above, select the button  to open the Explorer window.
7. In the explorer window, select the executable file of the Internet Explorer. Its display is below:



8. Click . This initializes that file to the selected button. You can see the entry against the button as in the following screenshot:



9. This completes the initialization. Now you can click on this button to launch the Internet Explorer.
10. If selected module is AOM10 or AOM40, you must fill also the label associated to the button:



6.5 VDI Environment

A VDI solution allows to display on a PC, applications or whole desktop running on a remote server. This type of infrastructure offers several advantages (deployment, updates, security, ...)

A VDI solution is based on a server/client exchange done through a dedicated connection within which all flows required for applications are compressed and carried.

To summarize, an application runs on remote server and all media are carried to simulate a local application.

The extension module hosted on the end-user PC and named Virtual Voice eXtension (V VX) manages IPDSP data display and the voice flows, ensuring quality and performance.

- **Installation and Upgrade procedure of V VX module**

Only the first installation must be done on the user PC. The installation and uninstallation must be done by the administrator.

If required, V VX is automatically updated on next connection.

- **Monitoring for V VX module on User PC:**

A service process 'V VXService' is in charge of monitoring the V VX, it is started automatically at the start of PC. It launches the V VX automatically.

V VX module is always 'Running', V VXService will restart V VX automatically if it freezes or unexpectedly stops.

To stop V VX module, contact your administrator.

- **Launching the application**

To start the softphone, use the shortcut of the application created during the installation on the VDI environment.

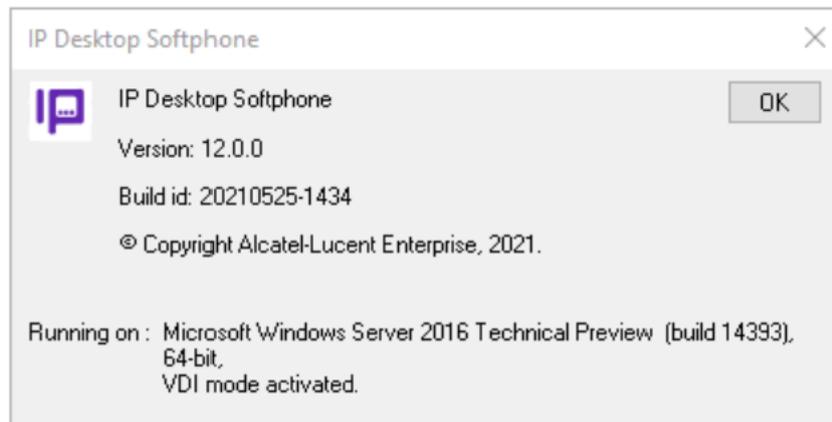


Or access the application from the start menu (in Desktop on VDI environment).

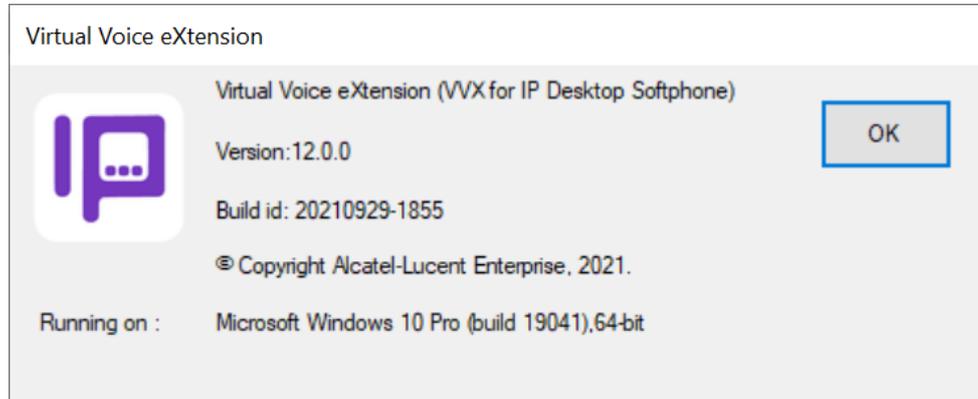
- **RUN mode**

Check the installed version with the "?" button on IP Desktop Softphone.

For VDI use, "VDI mode activated" is mentioned



Check the installed version of VVX module by Right click on VVX icon on user PC systray, select “About”



If necessary, VVX module can be restarted by selecting “Reset” on VVX icon.

- Restrictions for VDI mode

Feature	Description
Customize ringtone	The feature “Customize ringtone” in Audio settings is not available for VDI mode
Multi-session	IP Desktop Softphone cannot be launched in Desktop and Application Modes simultaneously
API Rest	The API Rest for take call / make all are not available
Missed calls notification badge	Application Mode: There is no notification badge on IPDSP icon in Taskbar to indicates the total number of missed calls or messages
TEL protocol	Available only with browser in VDI application mode also or in VDI desktop.
Outlook Addin	Available only with Outlook in VDI application mode also or in VDI desktop.
Call selected number Quick key	Available if the number is selected and copied and IPDSP or VDI desktop have the focus
Maximize Quick key	Application Mode: Not available Desktop mode: Available only VDI desktop have the focus
Click to call	Available if the number is selected and copied
OXO Server	IPDSP in VDI mode is not supported on OXO server

7. Using your IP Desktop Softphone

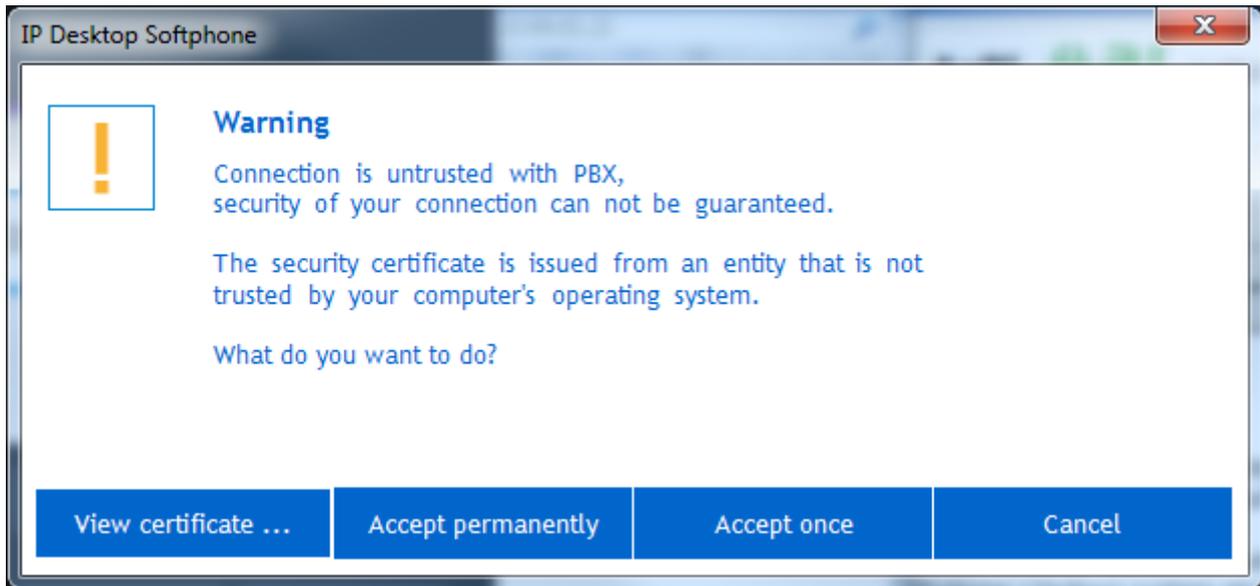
When you launch the application, the phone's image is displayed. The skin of the display depends on the skin selection you have already configured. Below is an example: The screenshot below gives brief note of the components of the phone image. You can identify the different elements.



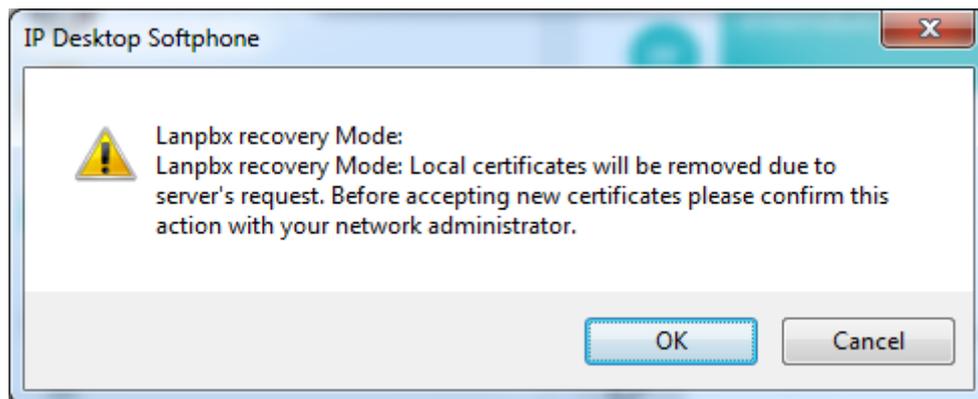
Using this phone is easier compared to the Hard phone. Here are some functions.

7.1 Native Encryption

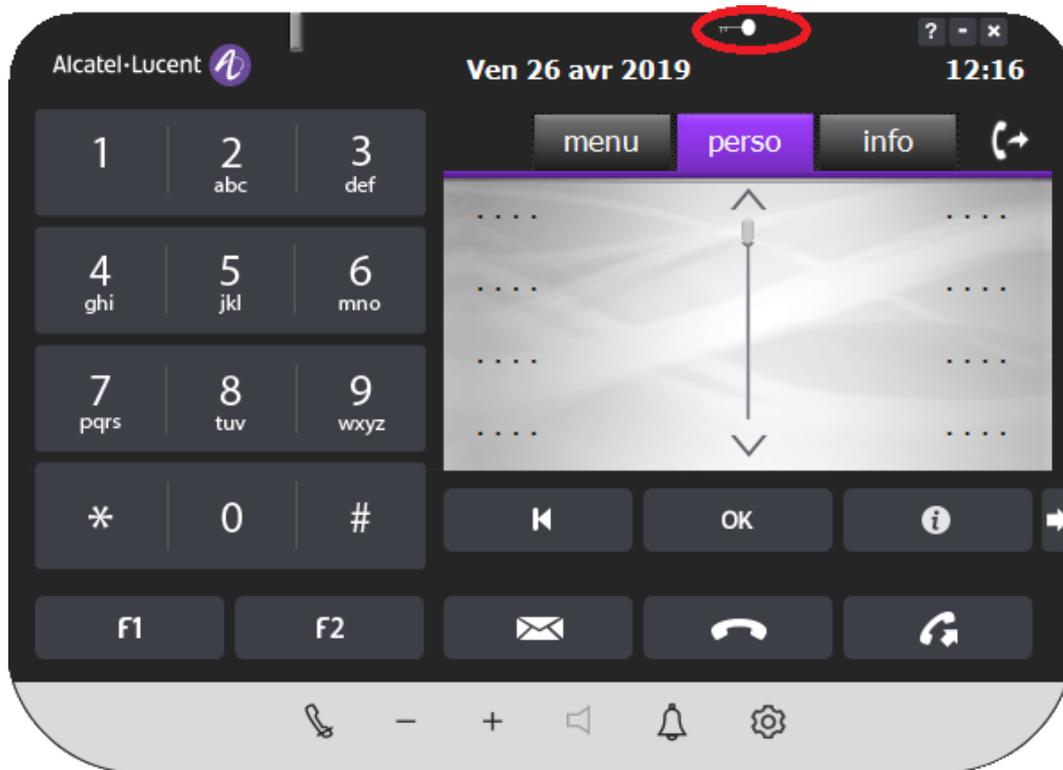
When native encryption is configured at PBX side (refer to installation guide), and if necessary certificates are not installed in Windows system store, IP Desktop Softphone user may be prompted a message to accept DTLS certificate.



The user can accept it permanently in order not to be prompted the message again. If accepted once, this message will be prompted the next time IP Desktop Softphone connects. The user can also view the certificate, and install it in personal Windows store to avoid being prompted the next time. In case of recovery process that allows forcing terminals to forget a specific CTL and go back to TOFU mode, IP Desktop Softphone may prompt a message to accept this procedure:



An icon is shown at the top of IP Desktop Softphone skin to inform the user that native encryption is used.



7.2 Add-On Module

1. Launch the application. If you have already launched the application and it is dormant, activate it using the  icon in the system tray.
2. Dial the required number using the numeric keypad of computer or that of the phone image. No need to press Enter. The dialed number displays in the display panel
3. If recipient is busy, you can see that status in the display panel, in addition to the busy tone.
4. To redial the same number, click on the  button on the Softphone.
5. You can hear the ringing tone through the speakers of the computer. You can speak through the attached microphone. The call recipient's voice will be audible through the speakers attached to your system.
6. To end the call, click on the  button.

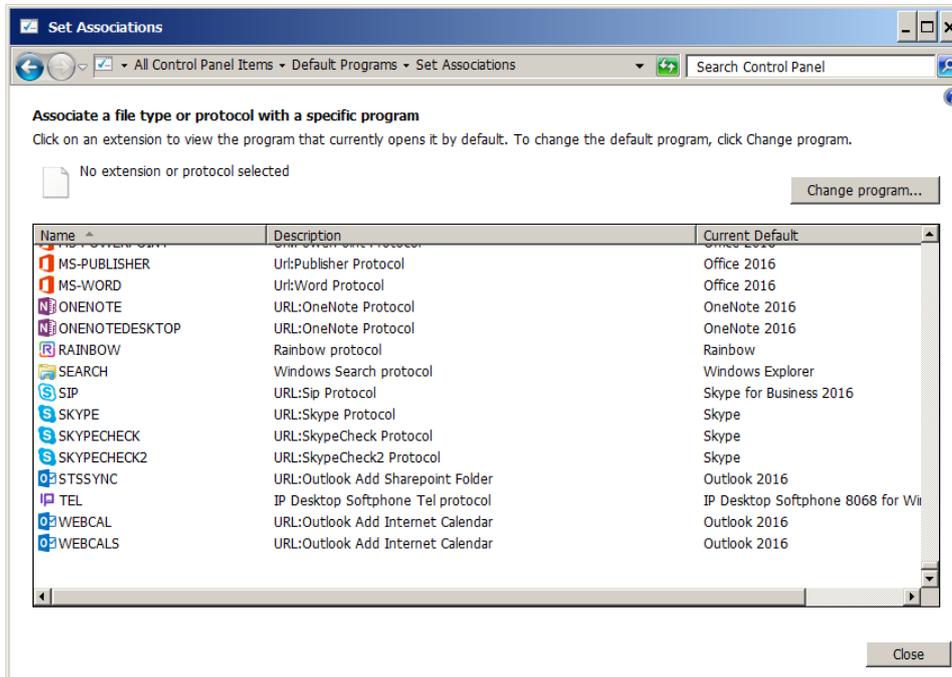
7.3 To make a call using TEL protocol

IP Desktop Softphone can be linked with the TEL protocol. You can use it to make a call to a number if the IP Desktop Softphone is configured as the default program for this protocol. For example: [TEL:+12345678](tel:+12345678).

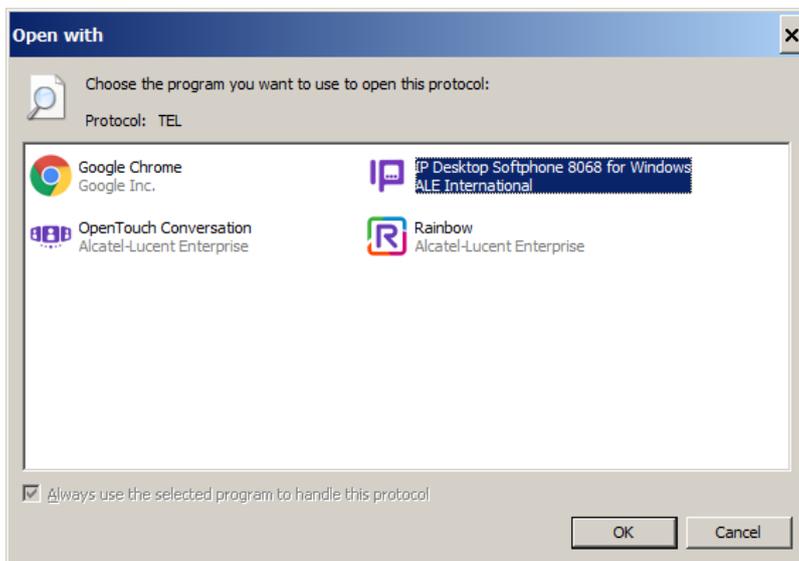
To configure IP Desktop Softphone as default program for TEL protocol:

1. Open Control panel
2. Go to "Default programs"
3. Go to "Associate a file or protocol with a program"

4. Double click on TEL protocol (scroll down to protocols)



5. Select IP Desktop Softphone as default program then press OK.



7.4 To receive a call

1. When you receive a call, you are intimated of it, in following 3 ways:
 - a) You can hear the ring
 - b) The display panel displays the number of the person who is calling. Below is an example:

OXE incoming call display



OXO incoming call display



- c) The system tray icon keeps alternating between the following two images:

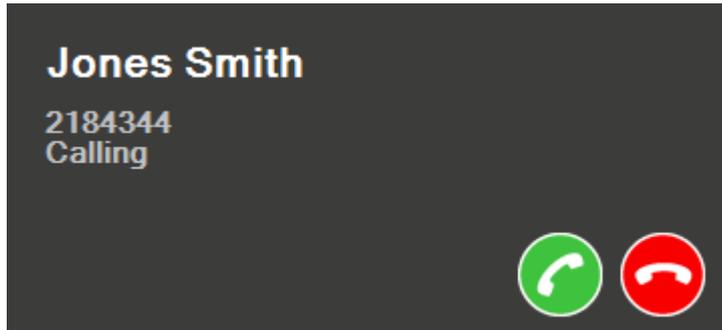


Extension available



Extension in conversation

2. You can pick up the call, using either of the following 3 methods:
 - a) Press Enter in the Key Board
 - b) Click on the link "Take Call" in the screen (see screenshot above).
 - c) Click the incoming call toaster if this option is enabled (see chapter: 06.2.1)



3. To stop the ringing but keep the line, click Silent (screenshot 32).
 4. To reject the call, click .
 5. To increase or decrease the volume of the conversation, click on  or .
- To end the call, click on the  button.

7.5 Other uses

1. To send text messages, use the button . You will see the relevant displays in the display panel. Use the computer keyboard to key in text.
2. Interphony: This is represented by the  button. This has 2 different functions. Either or both of these could be available to the user, subject to Administrator's configuration to that end. This button acts as a toggle.
 - a) When the phone is idle: When this button is clicked, a message: "Interphony activated" displays on the screen. Besides the button turns blue, and stays that way. This indicates that interphony is active. In this situation, incoming calls are picked up automatically. That is, the line becomes active without any intervention of the user. Since this button is a toggle, when it is clicked upon when it is active, it is deactivated. This is confirmed by the message: "Interphony deactivated" that displays on the screen. The button color also changes to its default.
 - b) During a phone conversation: Clicking on this button during a conversation mutes the audio on the user's side. Anything the user speaks will not be audible on the other terminal. To reverse it, click on it again.

3. To select silent mode (disable ringing), click in the button .

Once silent mode activated the icon becomes blue like .

4. Missed calls: When a call is missed or a message is left, the IPDSP icon indicates the total number

of missed and dropped calls .

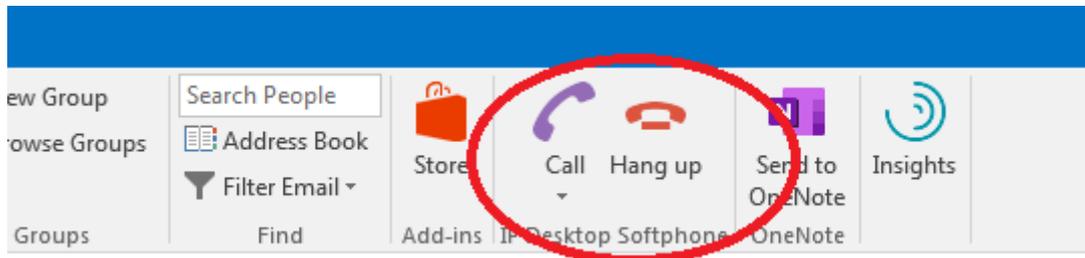
5. If any "Forward" functionality is activated for the IPDSP phone set, we can see the new icon blinking in the system tray:



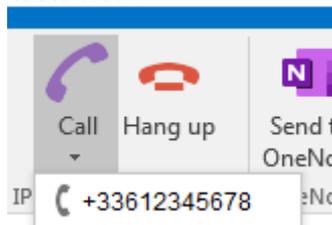
The icon is displayed according to the current status.

7.6 Outlook Add-In

If IP Desktop Softphone Add-In for Outlook is installed (Please refer to the Installation and Administration Manual), it appears on the home tab of Outlook with the name "IP Desktop Softphone" with two buttons: Call and Hang up.

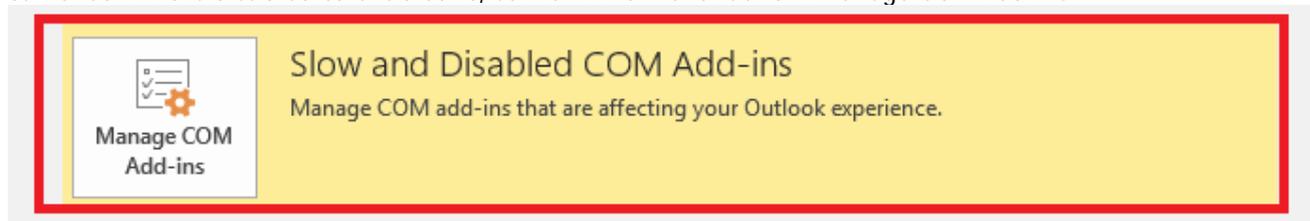


When an email with a known sender is selected then the Call button is enabled: click on it to see the list of the sender's phones. Click on one of the available phones in the list to send a call request to the softphone. This function is also available on the contacts view.

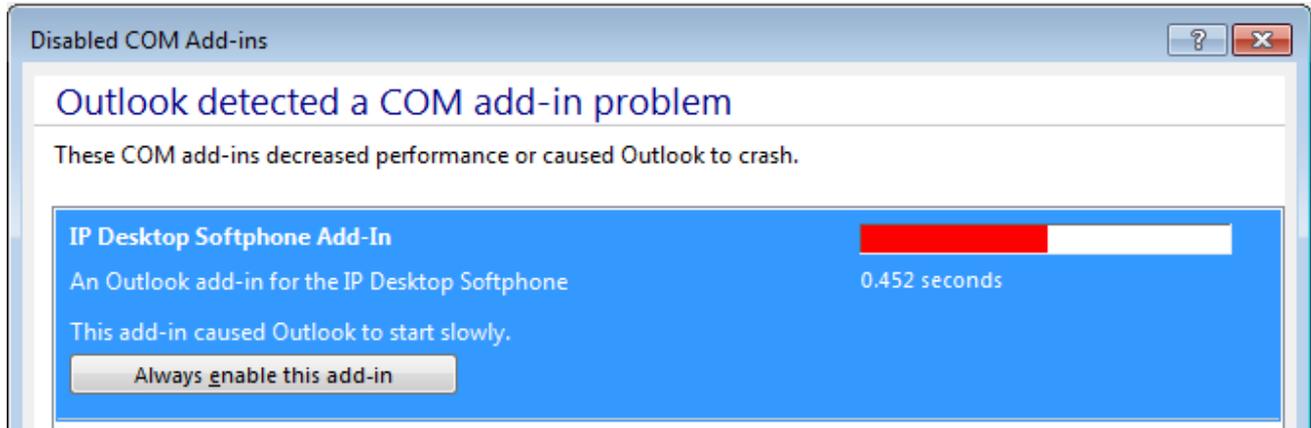


A Hang up request can be sent to the Softphone using the Hang up button.

If the "IP Desktop Softphone" Add-In doesn't appear on the home tab of Outlook even if it is installed, you can check if it is disabled or enabled it, so from File menu launch "Manage COM Add-ins"



Click on "Always enable this add-in":



8. Trace enable

Please refer to the Installation and Administration Manual of the IP Desktop Softphone.

9. Usage limitations

9.1 Non availability of NOE functionalities

Some functionality seen in the phone menus are not relevant for the IP Desktop Softphone application and are not functional.

The lists of functionalities available for configuration on phone menus via the *Menu\settings\Phone*

And which will have no impact on IP Desktop Softphone behaviors are:

- Menu\Settings\Phone\Jack plug
- Menu\Settings\Phone\Bluetooth
- Menu\Settings\Phone\Ring\Level
- Menu\Settings\Phone\Ring\More options\Progressive ringing
- Menu\Settings\Phone\Ring\More options\One beep before ringing
- Menu\Settings\Phone\Ring\More options\Three beeps before ringing

9.2 Entry selection in a list

In Messaging Portal, the selection of an entry in the lists (IM, Call Logs and Voice Mgs) is done as follows:

- Select an entry using:
 - Up/Down arrays from NOE display
 - PC keyboard
 - the mouse
- when an entry is selected the entry is highlighted in blue color
- then to have more details you can click on OK key to select it

The behavior is the same for other lists:

- Contrast
- Redial list
- Language
- Home Page
- Melody

Remark: the mouse click on an entry has no effect.

9.3 Minimize application shortcut

To minimize the application, use the combination keys set in the MinimizeShortcut flag of the MyPhoneIPDesktop.ini file, by default set to ALT+SHIFT+M.

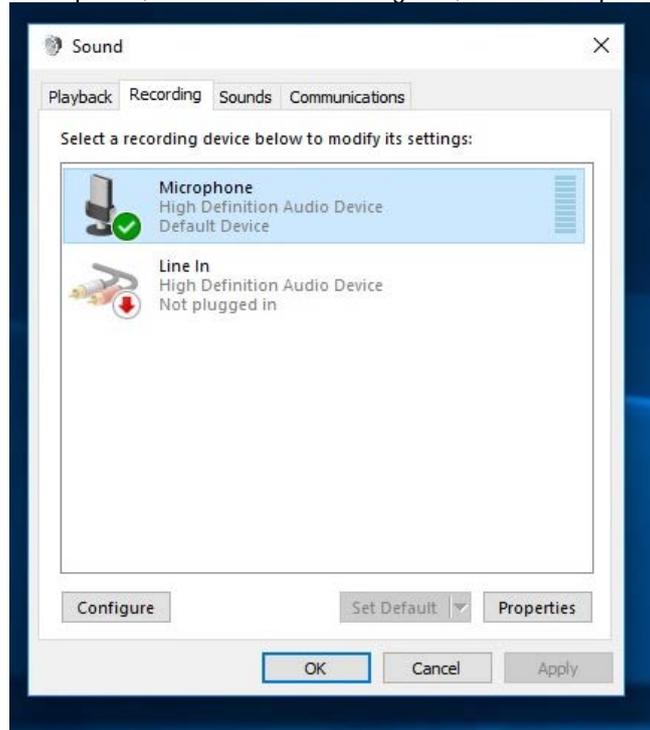
It can be modifiable dynamically in MyPhoneIPDesktop.ini file.

To execute the shortcut key the application should be in foreground and the active window.

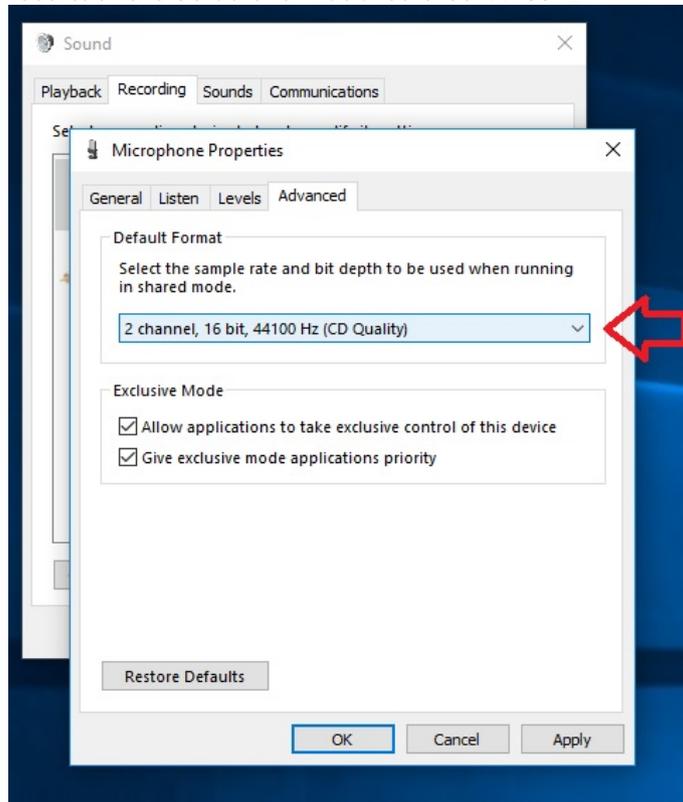
9.4 Handsfree usage on windows 10

Where the sound card used for the “hands-free” option is the one installed in the PC, it will be necessary to apply the following solution to change the default configuration of the Microphone:

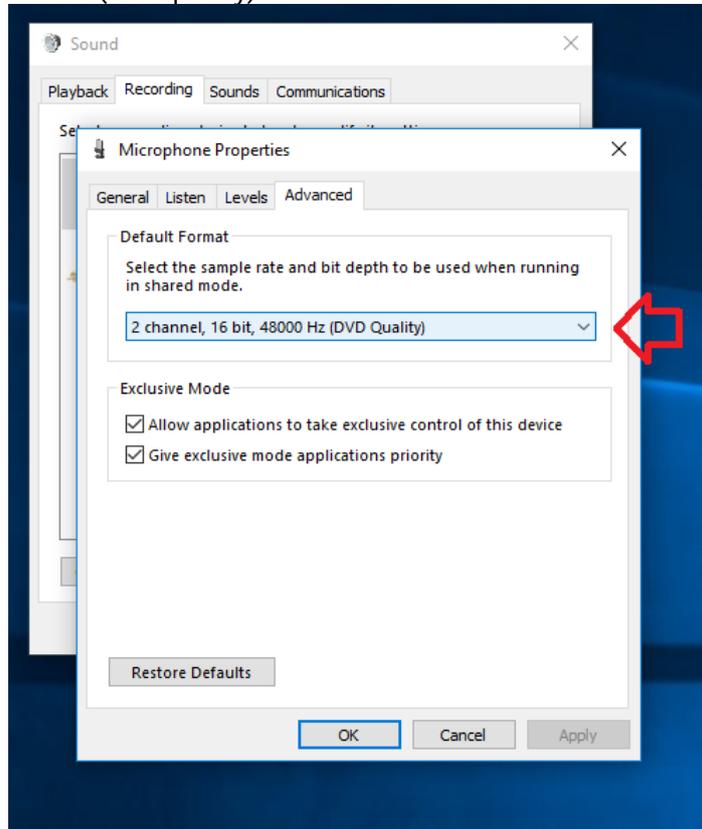
1) Open the audio configuration panel, select the Recording tab, then Microphone



2) Go to Properties, advanced tab: the default format should be 44100Hz



3) Change the value to 48000Hz (DVD quality)



9.5 REASSIGNMENT feature on ProACD mode

In case IPDSP is used in proACD mode, REASSIGNMENT feature is not supported if destination user does not belong to same OXE node.

Example:

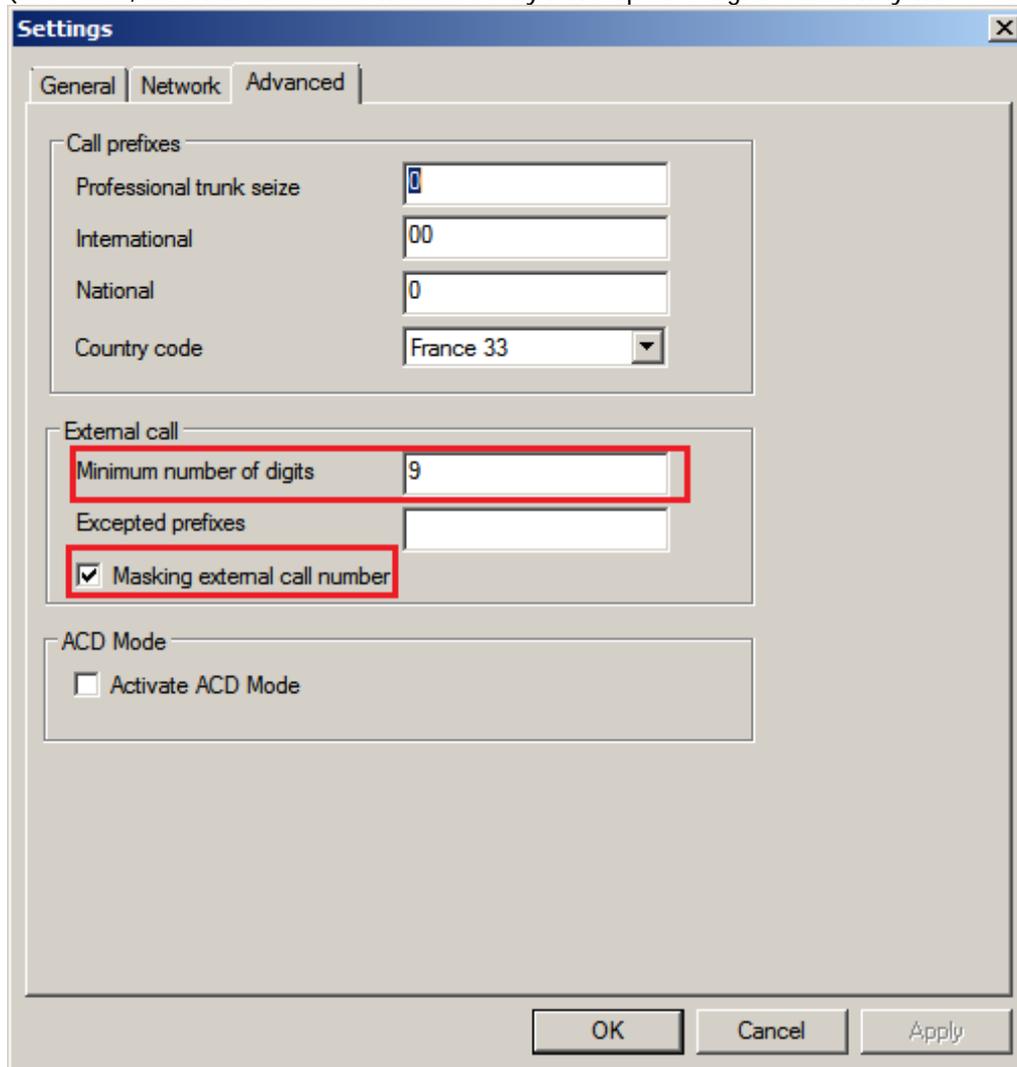
IPDSP mode pro acd user 1 = 30000 / node 5
reaffect request to 30001 node 5 => OK accepted.

IPDSP mode pro acd user 1 = 30000 / node 5
reaffect request to 40000 node 1 => NOK refused with error message.

9.6 Masking external call number

To mask external caller number (CLI for incoming calls and dialed number for outgoing calls initiated through CXM) on the agent phones, the administrator should install the application with these parameters:

- `MASK_EXTERNAL_CALL_NUMBER=1` to activate this functionality.
- `USEPASSWORD=1` `PASSWORD=<to be defined>` to protect the Advanced window configuration
- `MINDIGITS=<number>` to identify external call number, it must be set in accordance with local situation (In France, internal subscriber numbers may have up to 8 digits that's why we set this field to 9).



With this Caller identification for incoming calls from public network will be hidden as well as called number for outbound calls to public network.

Screen displays only "External Call" and not the called number in all the menus and windows in the softphone.

Subscriber number will be displayed only in case of internal calls.

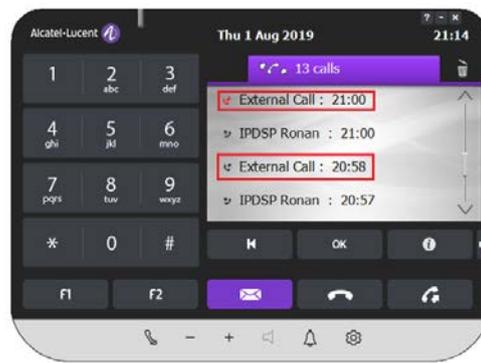
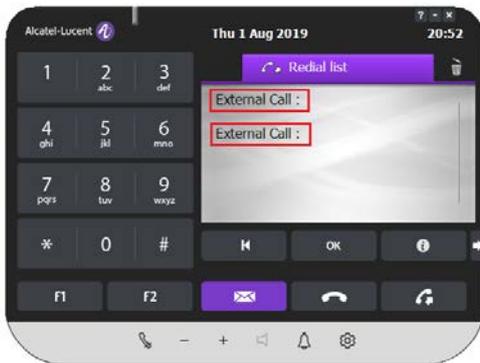
Incoming call:



Outgoing call:

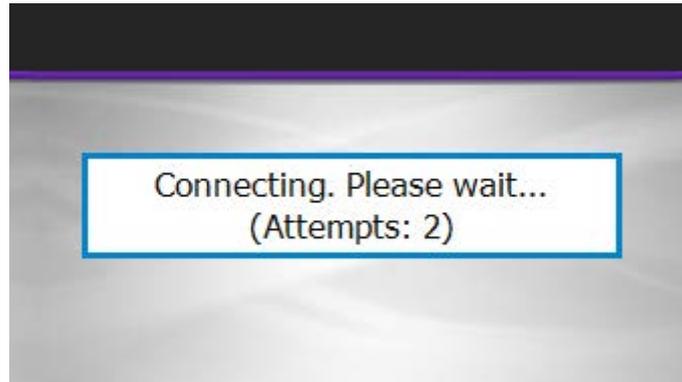


Other menus:

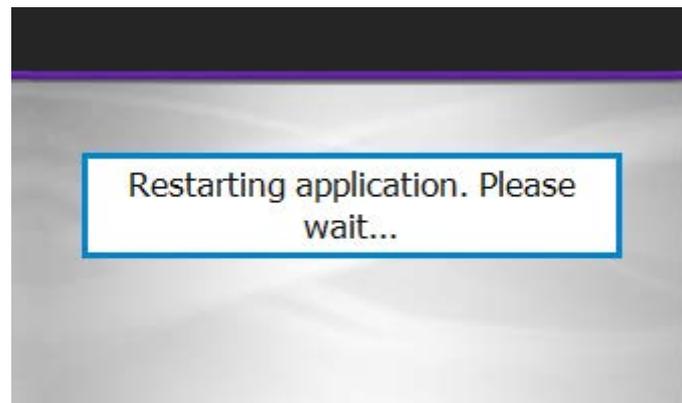


10. Some screen messages description

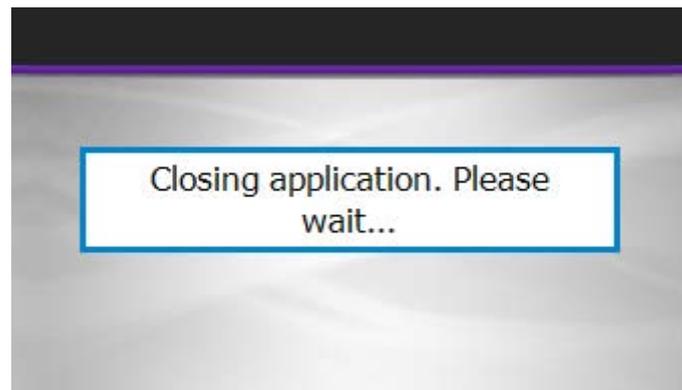
- IP Desktop Softphone is trying to connect to PABX: shows also the number of attempts made to connect.



- IP Desktop Softphone is restarting: in some cases, the application may need to restart after some configurations changes (Skin, TFTP addresses ...)



- IP Desktop Softphone is closing:



- IP Desktop Softphone detects no active network interface card:



11. Trouble Shooting

Problem	Solution
Integrated microphone from Windows PC is not correctly detected by IPDSP Application.	Check the Antivirus, especially Threats and Exclusions, exclusion Rules, Specify trusted applications. Microphone access must be allowed.
Sometimes IP desktop softphone is not coming in to service after upgrading to windows 10 OS	This is due to Microsoft Security Hotfix patch installation to OS Windows, after the Firewall have some change. A solution to this problem is to add in the Windows Firewall the MyNOEPhoneIPDesktop.exe as exclude rule for uncheck. At next install of Windows MS hotfix, firewall exclusion won't be impacted and exclusion will be maintained.
If the user hears the echo in audio using a headset (Jabra for example) on a new PC Windows 10.	Press "Windows Key" + "R" then press "Enter" Or type "mmsys.cpl 2" in the Search Windows Tab, press "Enter" From "Recording" Tab select the adhoc Jabra Device and double Clic on it (or Right Clic + "Properties" button) The Transmit Properties window appears. Then on "Listen" Tab, uncheck, if not done, the Option "Listen to this device".

END OF DOCUMENT