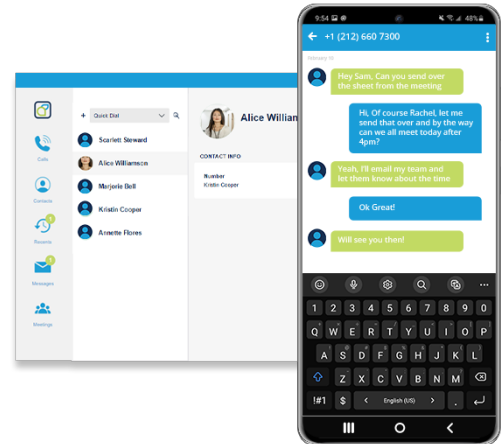# SmartChoice Softphone Installation Guide

Overview

This document provides instructions for installing the SmartChoice Softphone using the MSIX package. The SmartChoice Softphone offers robust communication features, including voice calls, messaging, and more.

Pre-Installation Requirements

1. **System Requirements:**
   a. Operating System: Windows 10 version 1809 or later.
   b. Processor: x64 architecture.
   c. RAM: Minimum 4 GB.
   d. Internet Connection: Required for installation and updates.
2. **Administrator Access:**
   a. Ensure that you have administrator privileges on the device where the software will be installed.
3. **Installation Package:**
   a. Download the MSIX package from the provided link: SmartChoiceSoftphone_4.2.1.0_x64_msix.

Installation Steps

1. **Download the MSIX Package**
   a. Click the link above to download the MSIX package.
   b. Save the file to a convenient location on your device, such as the desktop or downloads folder.
2. **Prepare the Installation Environment**
   a. Close any running applications, especially those related to communication or VoIP services.
   b. Ensure that your system meets the minimum requirements.
3. **Install the MSIX Package**
   a. Double-click the **MSIX file you downloaded.**
   b. You may be prompted with a security warning. If so, click **'Install'** or **'Yes'** to proceed.

c. Follow the on-screen instructions. The installer will guide you through the process.
d. Once the installation is complete, the SmartChoice Softphone will be available in your Start menu.
4. **Post-Installation Setup**
a. **Launch the SmartChoice Softphone** from the Start menu.
b. **Log in** using your SmartChoice credentials.
c. Configure your user settings and preferences as required.

Troubleshooting

1. **Installation Issues:**
a. Ensure that your Windows version supports MSIX packages and that you have administrative rights.
2. **Network Issues:**
a. Verify your internet connection and firewall settings.
3. **Login Problems:**
a. Contact your system administrator if you encounter issues logging in.

Uninstallation

To uninstall the SmartChoice Softphone:

1. Open the **Settings** app from the Start menu.
2. Go to **Apps** > **Apps & features**.
3. Find the SmartChoice Softphone in the list and click **'Uninstall'**.

Support

For further assistance, please contact SmartChoice support at techsupport@smartchoiceus.com or call our support line at 1-800-217-3096.