

SmartChoice Softphone

Desktop Application

User Guide

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About this Guide

This user guide provides guidelines on installing, setting up, and using the SmartChoice Softphone application on your computer.

Note: Screens pictured in this guide are samples and may differ from actual screens.

SmartChoice Softphone Desktop Application

The SmartChoice Softphone desktop application can be installed on a host computer and used to place and answer phone calls, as well as send messages via the Internet.

This application supports the following features:

- Inbound and outbound calls
- Call forwarding
- Call recording
- Voicemail
- Call transfer
- Messaging.

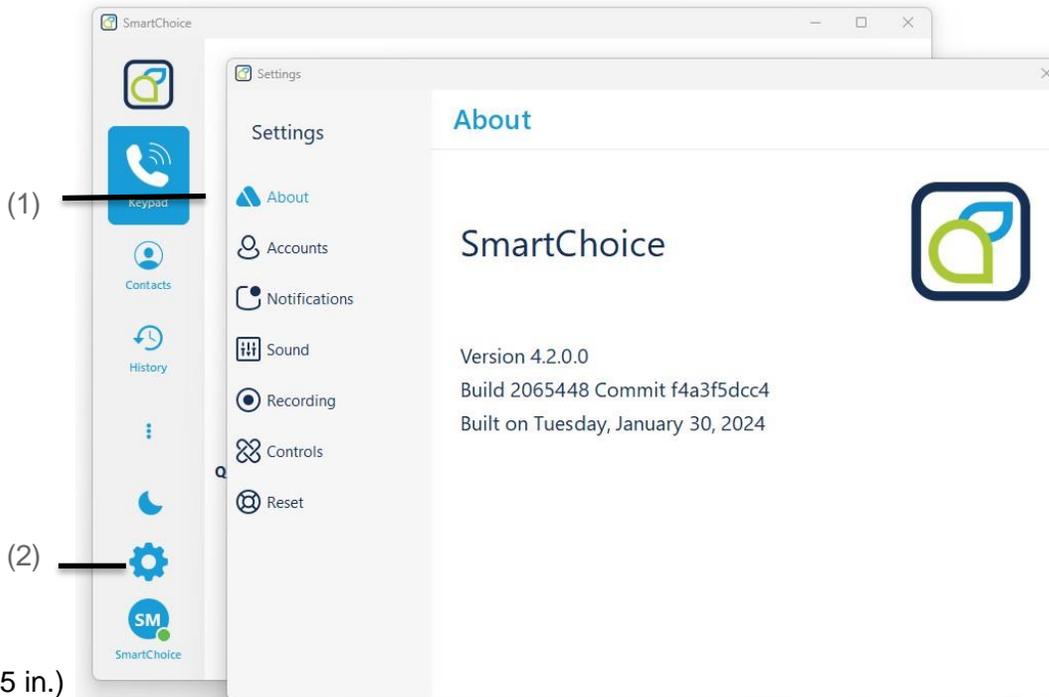
Requirements

To use this desktop application, ensure the host computers are connected to the Internet and equipped with voice call services. A headset may be needed.

Determining the Application Version

Determine the application version on the host computer to check if the latest software is being used.

Select **Settings** (2) from the left navigation menu. The **Settings** dialogue window with **About** (1) displayed by default contains the name of the application and the software version.



(height: 2.75 in.)

Initial Setup

To begin using this application, the user must have a username and password. Check with the SIP or VoIP service provider to get the account credentials. Download and install the application on the host computer, sign in with the credentials, and set up the work account to begin using this application.

Installing the Application

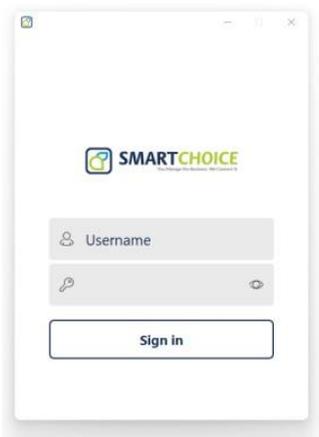
To begin, download and install the application that works with the operating system on the host computer.

1. Copy or download the SmartChoice Softphone installer on the host computer.
Important: On a Mac computer, copy the application icon to the Applications folder.
2. Open the installer.
3. Follow the instructions on the dialogue window to install the application.

Signing in to the Application

To start using the application for the first time, sign in to the application with the account credentials provided by the voice call service provider.

1. Open the application.
A window prompts the user to sign in.



(height: 2.15 in.)

2. Fill in the **ID** and **Password** fields.
Important: If you do not have these credentials, check with the service provider.
3. Select the **Sign In** button.

Permissions Settings

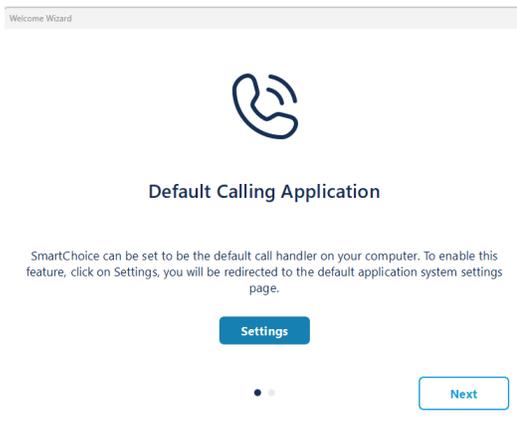
Upon signing in, the initial setup requires the users to allow some permissions, such as the default calling application, location, and media device settings before using this application. To access these settings again, select  > **Control** > **Wizard**.

Setting the Default Calling Application

This application handles all the calls on the host computer once it is set as the default calling application.

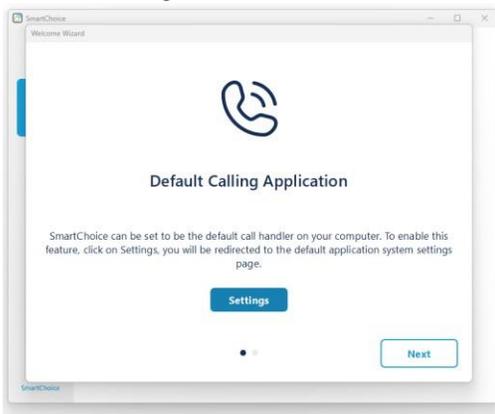
To set this application as the default calling application:

- Mac OS computer:
 1. Upon signing in, on the **Welcome Wizard** dialog box select the **Configure** button.
Note: Select the **Next** button if you want to set the default calling application later.



2. (height: 2.1 in.)
A confirmation box displays.
3. Select **Yes** on the confirmation box.
4. Select the **Next** button.

- Windows OS computer:
 1. Upon signing in, on the **Welcome Wizard** dialog box select the **Settings** button.
Note: Select the **Next** button to configure the default calling application later.
 2. (height: 2.1 in.)
 3. On the Settings window, select this application in the application list.
 4. Scroll through the list and select **TEL**.



5. Select this application in the application list and then select the **Set default** button.
6. Close the Settings window.
7. Select the **Next** button.

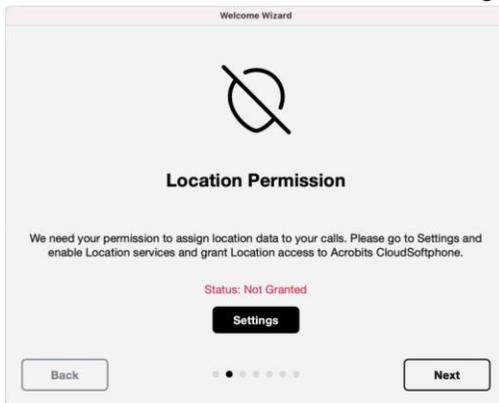
Next, the **Welcome Wizard** dialog box displays the location and device permissions settings.

Setting the Location Permission

The location permission controls this softphone application to access the information based on the location of the computer.

Important: The user must allow location sharing in this application if the location reporting and tracking feature in the voice service has been enabled. Or else, this application does not allow the user to place any calls.

1. On the **Welcome Wizard** dialog box displaying **Location Permission**, select the **Settings** button.
Note: Select the **Next** button to configure this later.



(height: 2.1 in.)

The Security and Privacy window displays location access.

2. Follow the instruction on the window to make changes to the location and privacy settings:
 - On a Mac computer, click the Lock icon and enter the administrator password before making the permission changes. Next, select this application under **Enable Location Service**. Then, close the window.
 - On a Windows computer, ensure **Let desktop apps access your location** includes this application and is turned on. Then, close the window.

The **Welcome Wizard** dialog box displays the location permission status as **Granted**.

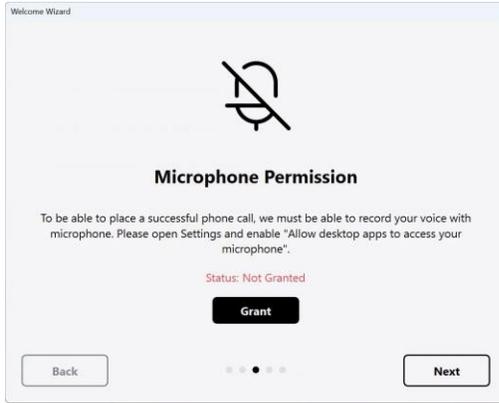
3. Select the **Next** button.

Setting the Devices Permissions

After granting the device permissions, such as the camera and microphone access, in this desktop application, the application can use them in calls.

1. On the **Welcome Wizard** dialog box displaying **Microphone Permission**, select the **Grant** button.

Note: Select the **Next** button to configure this later.



(height: 2.1 in.)

2. The Security and Privacy window displays microphone access.
3. Follow the instruction on the window to manually grant the microphone access in this application:
 - On a Mac computer, click the Lock icon and enter the administrator password before making the permission changes. Next, select this application under **Allow the apps below to access your microphone**. Then, close the window.
 - On a Windows computer, ensure **Let desktop apps access your microphone** includes this application and is turned on. Then, close the window.

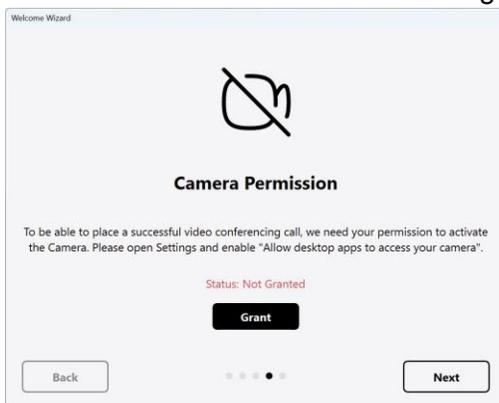
The **Welcome Wizard** dialog box displays the microphone permission status as **Granted**.

4. Select the **Next** button.

The **Welcome Wizard** dialog box displays **Camera Permission**.

5. Select the **Grant** button.

Note: Select the **Next** button to configure this later.



(height: 2.1 in.)

The Security and Privacy window displays camera access.

6. Follow the instruction on the window to manually grant the microphone access in this application:
 - On a Mac computer, click the Lock icon and enter the administrator password before making the permission changes. Next, select this application under **Allow the apps below to access your camera**. Then, close the window.
 - On a Windows computer, ensure **Let desktop apps access your camera** includes this application and is turned on. Then, close the window.

The **Welcome Wizard** dialog box displays the camera permission status as **Granted**.

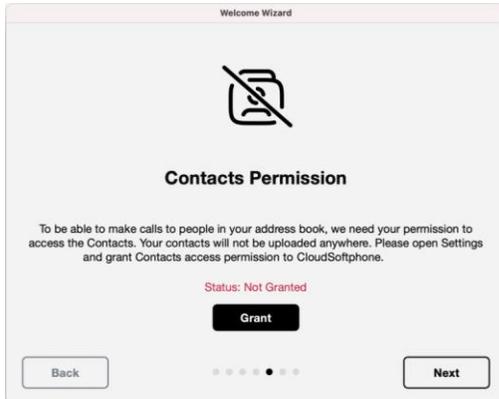
7. Select the **Next** button.

Setting Contacts and Notification Permissions for Mac OS

After granting the contacts and notification permissions in this desktop application, can open the contact directory in this application and the host computer can receive alerts from this application.

1. On the **Welcome Wizard** dialog box displaying **Contacts Permission**, select the **Grant** button.

Note: Select the **Next** button to configure this later.



(height: 2.1 in.)

The Security and Privacy window displays contact access.

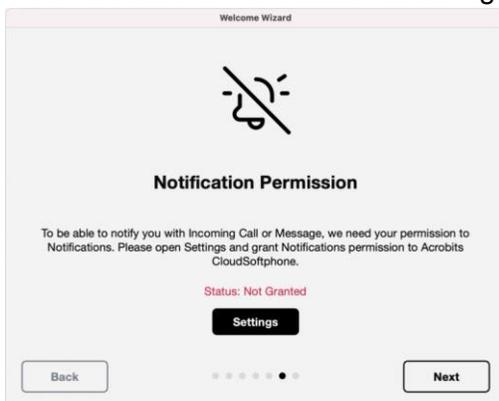
2. Click the Lock icon and enter the administrator password before making the permission changes. Next, select this application under **Allow the apps below to access your contacts**. Then, close the window.
3. Select the **Next** button.

The **Welcome Wizard** dialog box displays the contacts permission status as **Granted**.

3. Select the **Next** button.
- The **Welcome Wizard** dialog box displays **Notification Permission**.

4. Select the **Settings** button.

Note: Select the **Next** button to configure this later.



(height: 2.1 in.)

The Notifications window displays.

5. Select this desktop application in the application list.
6. Switch on **Allow Notifications**, and then close the Notifications window.

The **Welcome Wizard** dialog box displays the notification permission status as **Granted**.

7. Select the **Next** button.

The **Welcome Wizard** dialog box displays **Setup completed** and this desktop application is ready to use.

Icon Dot Indications

Upon successfully signing into this application, a green dot should appear on the application icon at the bottom left corner. Contact the service provider if the icon shows a red dot.

Note: The color of this dot is determined by the system administrator.

Dot color	Indications
Green	The account is registered.
Red	The account is not registered yet. Check your internet connection or contact your service provider to get assistance.

(Optional) Changing Display Language

The display language of this application follows the default operating system language of the host computer, but users can choose to change it.

To change the display language:

1. Select **Settings > Controls**.
2. Scroll to the **Select application language** option.
3. Select the drop-down arrows.
A list of available languages displays.
4. Select the desired language.

Using the Application

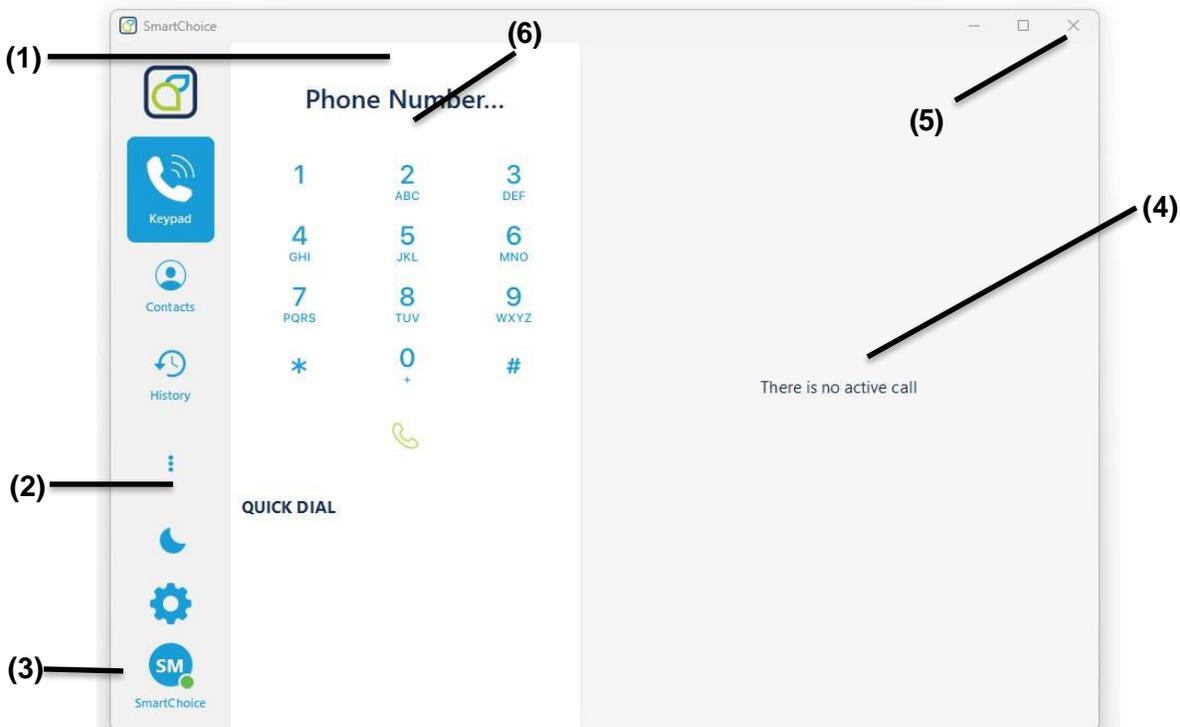
This chapter describes the features of this softphone application and user instructions. Use this application to communicate with other users via calls and instant messaging.

Note: Depending on how the system administrator configured the user interface of this application, the screen may appear differently than the graphics in this user guide.

Main Window

Upon successful signing into this application, the **Main** window (1) with a dialer is displayed by default.

The **Main** window has a left navigation menu (2) and displays the registration status (3) of the account using this application. When one of the buttons from the left navigation menu is selected, the function pane (6) opens and the details or status of this function displays on the right pane (4). Select the **X** (5) icon to close this window.

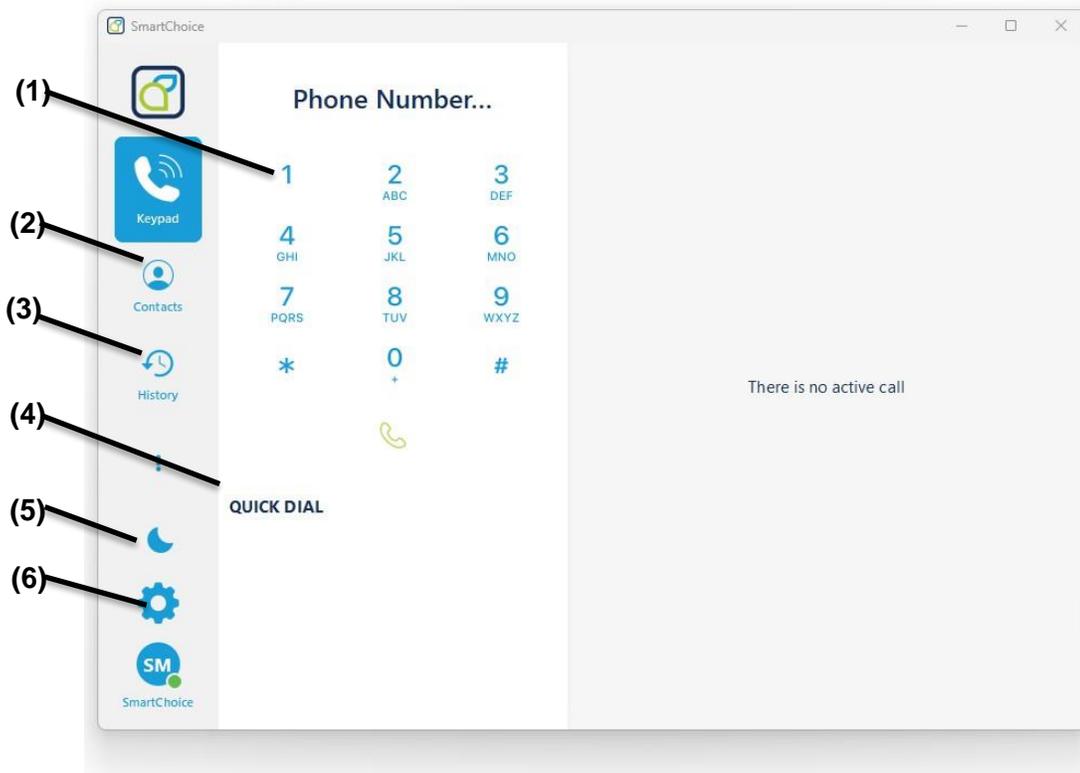


(height: 3.7 in.)

Navigation Menu

This application provides quick access, such as a dialer, phone contacts lists, and recent calls or messages on the left navigation menu. Use this quick access on this application to make and answer calls, send instant messages, and make changes to the settings.

Note: This application supports adding more tabs to the left navigation menu. Check with the system administrator for more information.



(height: 3.7 in.)

Item	Description
(1)	Opens the New Chat pane to send messages to your contacts.
(2)	Use the dialer to make calls or send messages to new phone numbers.
(3)	Opens your contact directory.
(4)	Lists the call history.
(5)	Lists the messaging history.
(6)	Lists the quick dials.
(7)	Toggle to turn Do Not Disturb (DND) mode on and off.
(8)	Opens the Settings window to configure more settings on this application.

Making a Call

Use this application to place a call by dialing a phone number, or call a number from the existing contact lists or call logs. The users can also create a list of quick dials for the contacts that are called frequently.

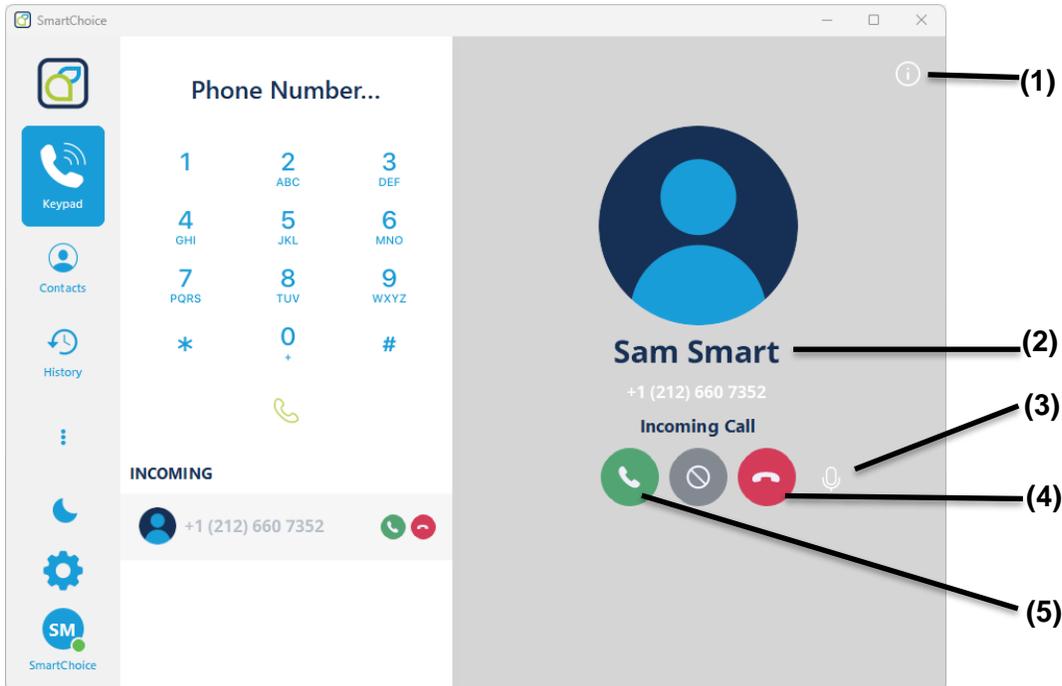
Make an outgoing call via the following options:

- New phone numbers
 1. Select **Dialpad** from the left navigation menu.
 2. Dial the phone number.
Important: Include the country codes when dialing the numbers. For example, use **+1** when calling someone from North America.
 3. Select the **Call**  button below the dialer to initiate the call.
- Existing contacts directory
 1. Select **Contacts** from the left navigation menu.
 2. Search and select the contact name.
The contact information displays on the right pane.
 3. Select the **Call**  button next to the contact number to initiate the call.
- Quick dials
Note: See the [Adding Quick Dials](#) section to learn how to add a quick dial.
 1. Select **Dialpad** from the left navigation menu.
The **Quick Dial** section displays underneath the dialer.
 2. Search and select the contact name.
The call is initiated.
- Messages
 1. Select **Messages** from the left navigation menu.
 2. Under the **MESSAGES** pane, search and select the contact or phone number.
 3. Select the **Call**  button on the top of the right pane to initiate the call.
- Call history
 1. Select **Recents** from the left navigation menu..
 2. Under the **CALLS** pane, search and select the contact name.
The conversation log displays on the right pane.
 3. Select the **Call**  button next to the contact number.

Select the **End Call**  button to dismiss a call.

Answering Calls

This softphone application rings when someone calls the users. When receiving a phone call, the right pane displays the caller's information (2). Answer or dismiss the call.



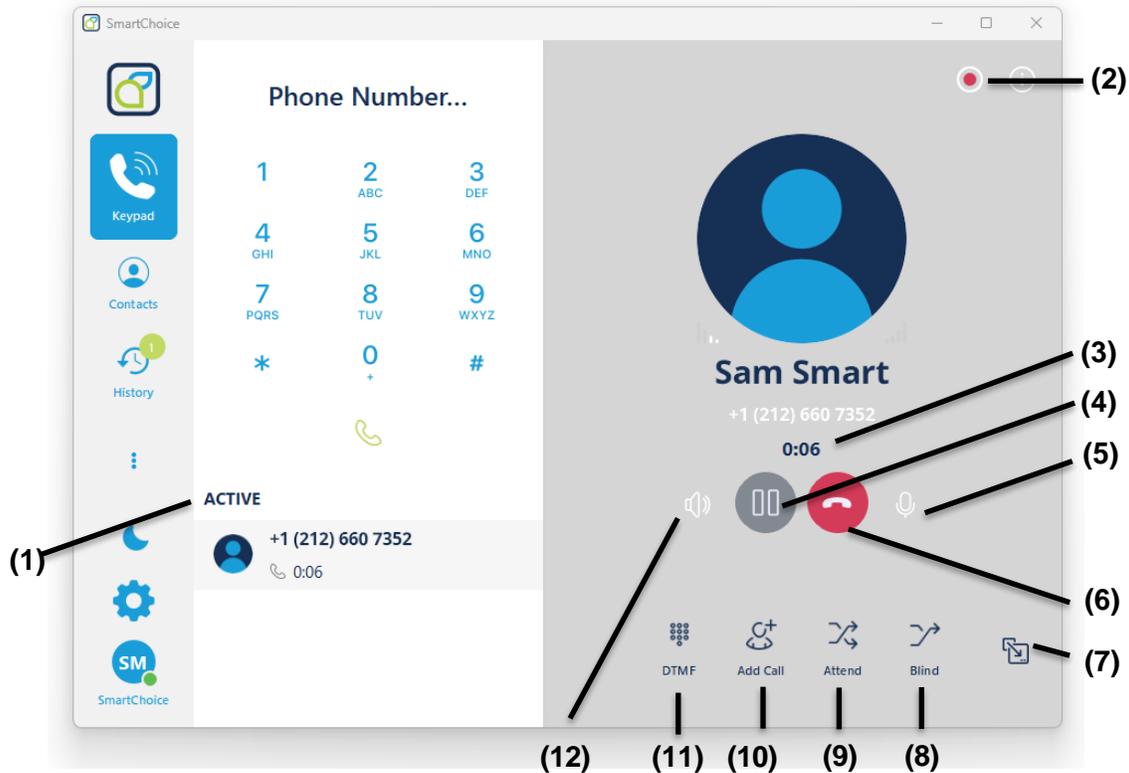
(height: 3.5 in.)

When receiving a call:

- Select the **Call**  (5) button to answer the call.
- Select the **End Call**  (4) button to decline the call.
- Select the **Information**  (1) icon to display the quality of the call.
- Select the **Mute**  (3) icon to turn off the microphone before answering the call. The icon then changes to . Select this icon again to unmute the microphone.

Mid-Call Operation

While in the middle of an active phone call, the user can put the call on hold, record calls, transfer calls (attend and unattended), merge calls, and use the dual-tone multi-frequency (DTMF) keypad using this application.



(height: 3.4 in.)

Item	Description
(1)	Displays active, on hold, and incoming calls underneath the dialer.
(2)	Toggle to start and stop recording the call. Note: See the Recording Options section for more information.
(3)	Displays the call duration.
(4)	Puts the call on hold. By toggling this button, the user can hold or resume the call.
(5)	Turns off the microphone. By toggling this button, the user can turn on or off the microphone.
(6)	Dismisses a call.
(7)	Opens a smaller dialog box of an ongoing call that stays on top of all windows.

Item	Description
(8)	Initiates a cold or unattended transfer.
(9)	Opens the dual-tone multi-frequency (DTMF) keypad.
(10)	Initiates a warm or attended transfer.
(11)	Adds new call participant(s) to the present call.
(12)	Turns on the computer speaker.

Muting and Unmuting the Microphone

Select the **Mute**  icon to mute the microphone. The icon then changes to **Unmute** . Select this icon again to unmute.

Configuring the Audio Settings

Select the **Audio**  icon to change the speaker, microphone, and sound settings.

- If the host computer has more than one audio device, more device options are displayed in the list. A check mark (✓) is displayed on the default or selected devices. Change to another device, if necessary.
- Select **Sound Settings** to open the **Sound** pane in the **Settings** window. See the [Audio Settings](#) section for more information.

Making an Unattended Transfer

Use **Blind**  to initiate an unattended transfer. Unattended transfer, also known as cold or blind transfer, is when you transfer a call to another destination without establishing a conversation with this new call recipient. The call is put on hold until transferred successfully.

To make an unattended transfer:

1. On an active call, select the **Blind**  icon on the right pane. The call is placed on hold and the phone number field of the **Dialpad** pane displays **Transfer call**.
2. To transfer the call to another person, follow the steps in the [Making a Call](#) section. Once the new recipient answers the call, the user is dropped from the call.

Note: A dialogue box displays the message **The transfer has failed** if the new recipient does not answer the call. Select the **Cancel X** icon, and then repeat steps 1 and 2.

Making an Attended Transfer

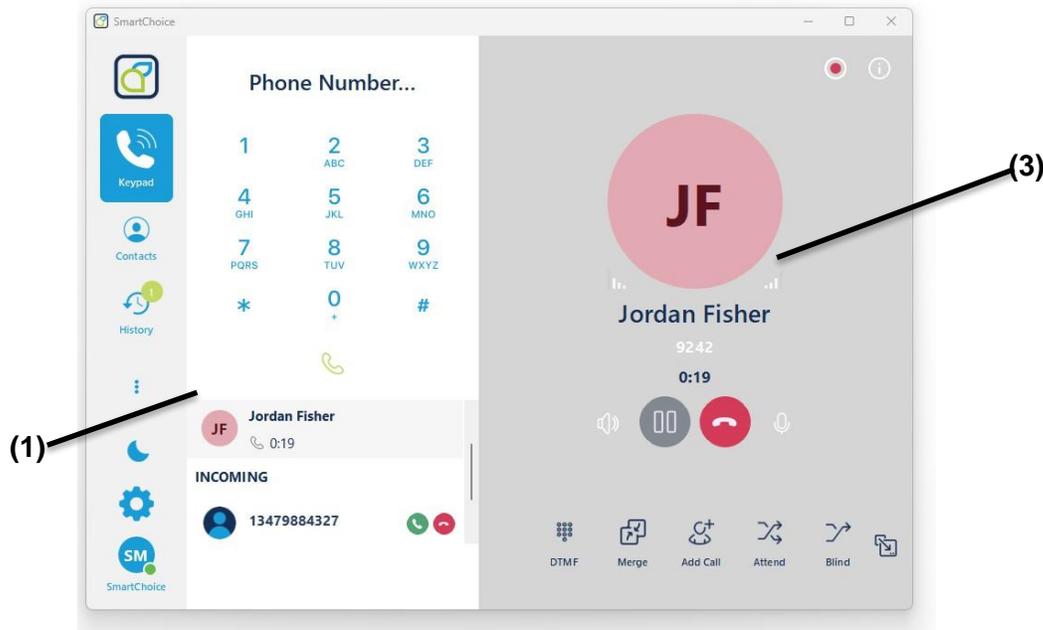
Use **Attend**  to initiate an attended transfer. Attended transfer, also known as warm transfer, is when you transfer a call to another destination but want to speak with this new call recipient before the transfer. The first call is put on hold until the call is transferred successfully.

To make an attended transfer:

1. On an active call, select the **Attend**  icon on the right pane.
The call is placed on hold and the phone number field of the **Dialpad** pane displays **Transfer call**.
2. To transfer the call to another person, follow the steps in the [Making a Call](#) section.
3. Speak with the new call recipient when the new call is answered.
Note: If the new recipient does not answer the call, the right pane displays that the first call is still on hold.
 - To attempt another transfer, repeat step 2.
 - To cancel the unattended call operation, select the **Cancel X** icon.
4. Select the **Complete Transfer**  icon to transfer the call.
The right pane displays **Transfer in progress** when the transfer is successful.

Switching Calls

View concurrent calls and switch between them underneath the dialer in the **Dialer** tab.



(height: 3.7 in.)

All concurrent calls are visible underneath the dialer. The title displays the statuses (1) of the calls.

- To switch to another call, select the desired call.
The call displays on the right pane (2).
- To pause or resume a call, see the [Placing a Call on Hold](#) section.
- To answer a new incoming call, select the **Answer**  (4) icon.
- To dismiss a new incoming call, select the **End Call**  (3) icon.

Recording Calls

This application can record voice calls. Use this feature when reviewing the call content is required.

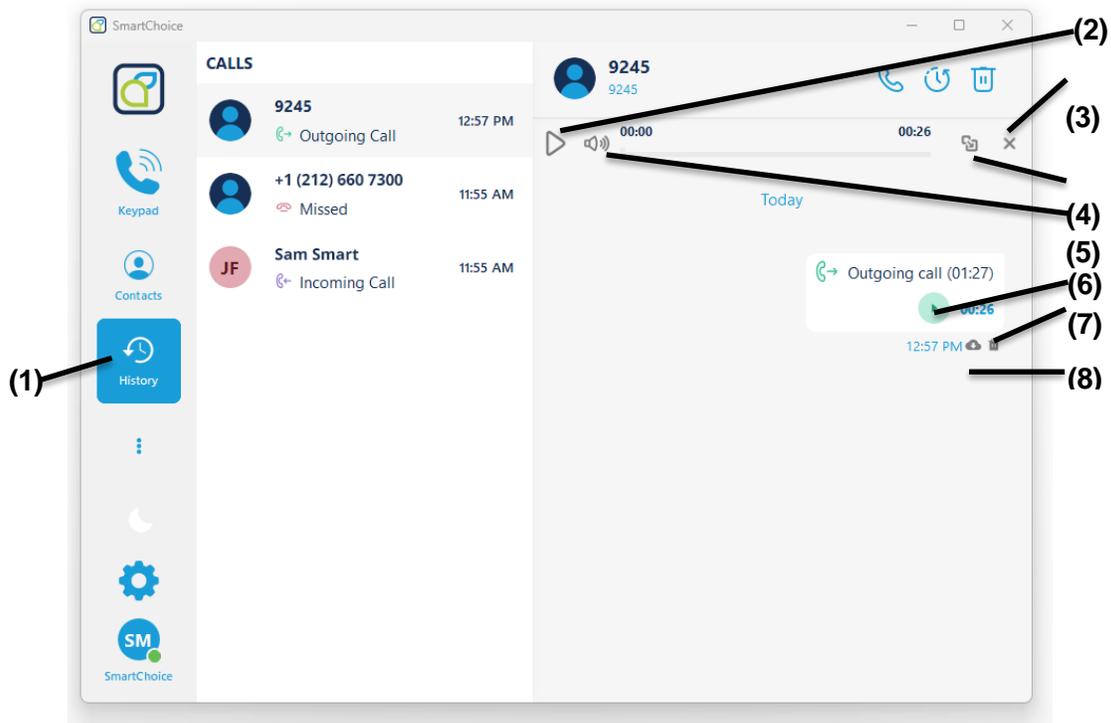
Important: Some countries impose laws and regulations on recording calls. We recommend that the users get consent from the call participants before recording the call. Consult with the regulatory experts in your company before using this feature.

To start recording an active call, select the **Start Record**  icon on the right pane. The icon then changes to . Select this icon to stop the recording.

Note: See the [Recording Options](#) section for more settings to record calls.

Managing Call Recordings

Once the calls are recorded, retrieve the recordings in the recent call history.



(height: 2.7 in.)

To access a call recording:

1. Select **Recents** (1) from the left navigation menu.
2. Under the **CALLS** pane, select the name or phone number you want to retrieve the recording.
3. Select the **Play Record**  (6) button to listen to the recording.

The audio player displays at the top of the conversation pane.

- Select  (2) to pause the recording.
The icon then changes to . Select this icon again to resume.
- Select **X** (3) to close the player.

- Select  (4) to open the media player in a separate window. This player is then separated as a new window. Toggle this same icon to return the separated player to the conversation pane.
 - Select  (5) to turn off the volume when playing the recording. The icon then changes to . Select this icon again to unmute.
4. (Optional) Select  (8) to download and save the recording on your device.
Note: To delete the recording, select  (7).

Placing a Call on Hold

Users can put a call on hold to pause the conversation so that none of the user and call participant(s) can hear each other. To put a call on hold, touch the Hold  button on the call screen. The button then changes to . Touch this button again to resume the call.

Conference Calls

You can add more people to an active call to form a conference call and talk to them in a single call.

Establishing a Conference Call

Use **Add call**  to add more people to an ongoing call and make it a conference call. This way, you can have a discussion with a group of people in a single call.

To form a conference call:

1. On an active call, select the **Add call**  icon.
The phone number field of the **Dialpad** pane displays **Add call**.
2. Follow the steps in the [Making a Call](#) section to make a new call.
The first call goes on hold.
3. Select the **Merge**  icon when the second recipient answers the call.
The right pane indicates a conference call is formed.
4. To add more people, repeat steps 1 to 3.
5. To dismiss a conference call, select the **End Call**  button.

Splitting a Conference Call

Use **Split**  to split a conference call to separate calls when some call recipients want to leave the conference to have a private conversation with you.

To split a conference call:

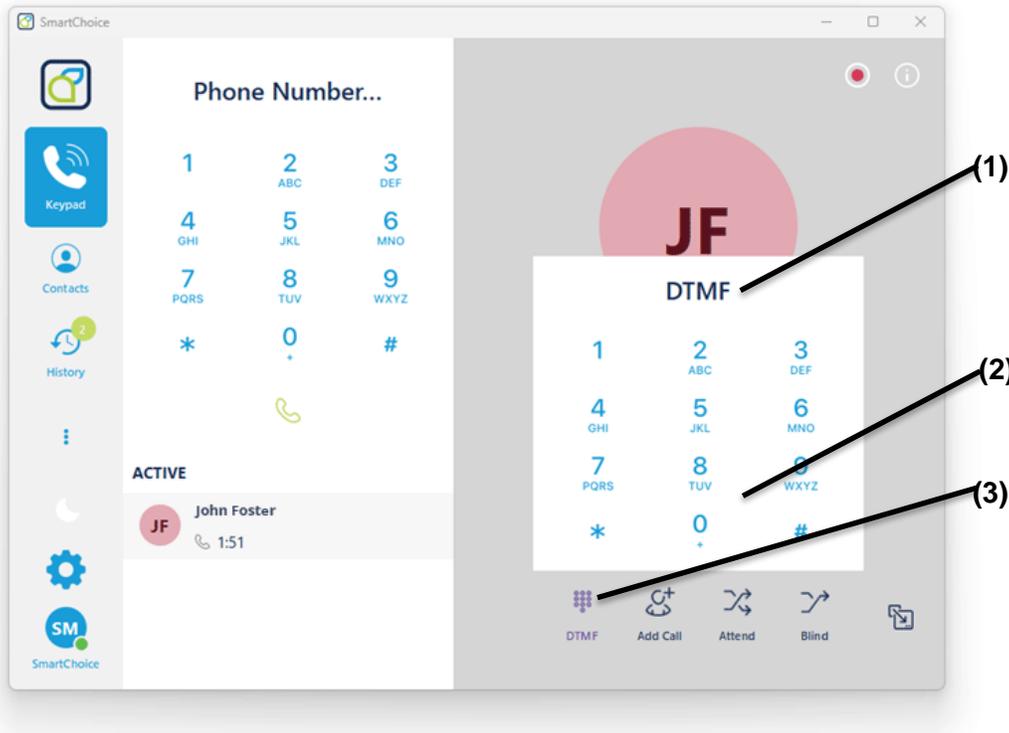
1. On an active conference call, select the **Split**  icon.
Below the **Split**  icon displays a list of conference members.
2. Select the name of the person you wish to remove from the conference.

Note:

- To make a separate call to rejoin the conference, select the **Merge**  icon on the pane of that active call pane.
- To speak with any call recipients, select the call below the dialer, and then select the **Resume**  button.

Entering DTMF Digits

Toggle the **DTMF** ☰ icon to turn on and off the DTMF keypad (2). Dial the keypad to enter any inputs in a call.



Copying from the Call History

The **Recent** tab records the phone number of contacts who call the users. Copy a phone number from this application and paste it into a text field.

1. Select the **Recents** tab from the left navigation menu.
2. Under the **CALLS** pane, right-click on the conversation and select **Copy number**.
3. Paste the number of contacts to another location as required.

Copying from the Message History

The **Messages** tab records the phone number of contacts who send messages to the users. Copy a phone number from this application and paste it into a text field.

1. Select the **Messages** tab from the left navigation menu.
2. Under the **MESSAGES** pane, right-click on the conversation and select **Copy number**.
3. Paste the number of contacts to another location as required.

Recent Calls

Select **Recents** from the left navigation menu to view the recent calls and messages.

The **Recents** tab provides a quick way to manage and track recent activities or interactions:

- Contains audio conversation history from the most to least recent under the **CALLS** pane
- Displays the name and phone number, call type, call time, and call duration
- Contains audio recordings (see [Managing Call Recordings](#) to access call recordings.)

Call Log Icons

The icon in the conversation logs indicates the types of call.

Icons	Indication
	Received incoming call
	Outgoing call
	Missed incoming call
	Ongoing call
	Call on hold

Filtering Call Logs

The call logs contain a record of calls that the users receive, place, or miss. The right pane displays the call logs after one of the call histories is selected. The user can filter the logs to display the calls according to the type as needed.

1. Select **Recents** from the left navigation menu.
2. Under the **CALLS** pane, select the contact name.
The right pane displays the call log.
3. Select the **Filter**  icon and then one of the following:
 - **All Calls** - Displays call logs only
 - **Outgoing Call** - Displays calls the users make only
 - **Incoming Call** - Displays calls the users receive only
 - **Missed Call** - Displays the missed calls only.
4. To restore displaying all logs, select the **Filter**  icon and then **All Calls**.

Deleting Call History

Select **Recents** from the left navigation menu to access the call history. The users can choose to delete specific calls or all call history.

1. Under the **CALLS** pane, right-click on the conversation and select one of the following:
 - **Delete all calls** - clears the call logs only
 - **Delete complete history** - clears all call logs under the **CALLS** pane.
2. On the **Confirmation** dialogue box, select **Yes**.

Note: You can also perform the same procedures as follows by selecting the **Trash**  icon at the top right corner on the right pane.

Contacts Directory

The contact directory has the phone number of a contact you save in this application, such as the quick dials, PBX, and address book.

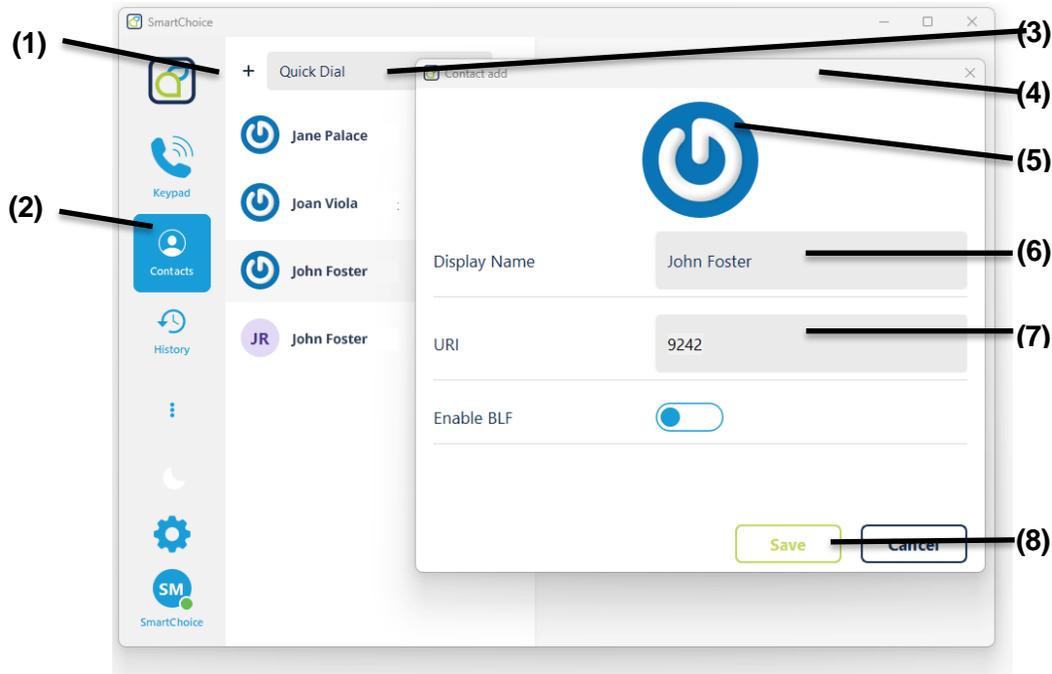
Searching a Contact

When you have more than one contact directory in this application, use the search function in **Contacts** to look for contact information.

1. Select the **Contacts** tab from the left navigation menu.
2. (Optional) Select the desired contact directory from the drop-down menu.
3. Select the **Search**  icon.
4. Enter a contact name in the search text field.
5. Select the desired contact.
The contact information displays on the right pane.
6. Select the **Search**  icon to leave the contact searching mode.

Adding Quick Dials

Create quick dials as a shortcut in the **Contacts** tab for the contacts the users call frequently. The quick dial contact also displays underneath the dialer in the **Dialpad** tab.



(height: 2.7 in.)

1. Select the **Contacts** (2) tab from the left navigation menu.
2. Select the **Add +** (1) icon beside **Quick Dial** (3).
An **Add a quick dial** window (4) displays.
3. Enter a contact name (6) and phone number (7) in the fields.
4. Select the **User** (5) icon to assign an image to a quick dial contact.
5. Select the **Save** button (8).

Editing Quick Dials

When the names or the phone number in **Quick Dials** need changes, update them in the **Contacts** tab.

1. Select the **Contacts** (2) tab from the left navigation menu.
2. Right-click the contact.
An option menu displays.
3. Select **Edit**.
An **Edit Quick Dial Entry** window display.
4. Make changes as required in the text fields.
5. Select the **Save** button.

Deleting Quick Dials

When contact(s) in **Quick Dials** no longer exists, remove them in the **Contacts** tab.

1. Select the **Contacts** (2) tab from the left navigation menu.
2. Right-click the contact.
An option menu displays.
3. Select **Delete**.
4. Select **Yes** on the confirmation window.

Do Not Disturb Mode

Do Not Disturb mode controls how and when to receive calls, messages, and notifications.

When the user sets the status to **Do No Disturb**:

- Incoming calls do not ring.
- Callers see **Busy** on their calling pane when they call the user.
- Able to receive chat messages without notifications.
- Able to make outgoing calls.

Setting Do Not Disturb

Turn on **Do Not Disturb** mode when you want to reduce possible distractions from calls and messages.

Select the **Busy**  icon from the left navigation menu. The icon then changes to . Toggle this icon to turn on and off **Do Not Disturb** mode.

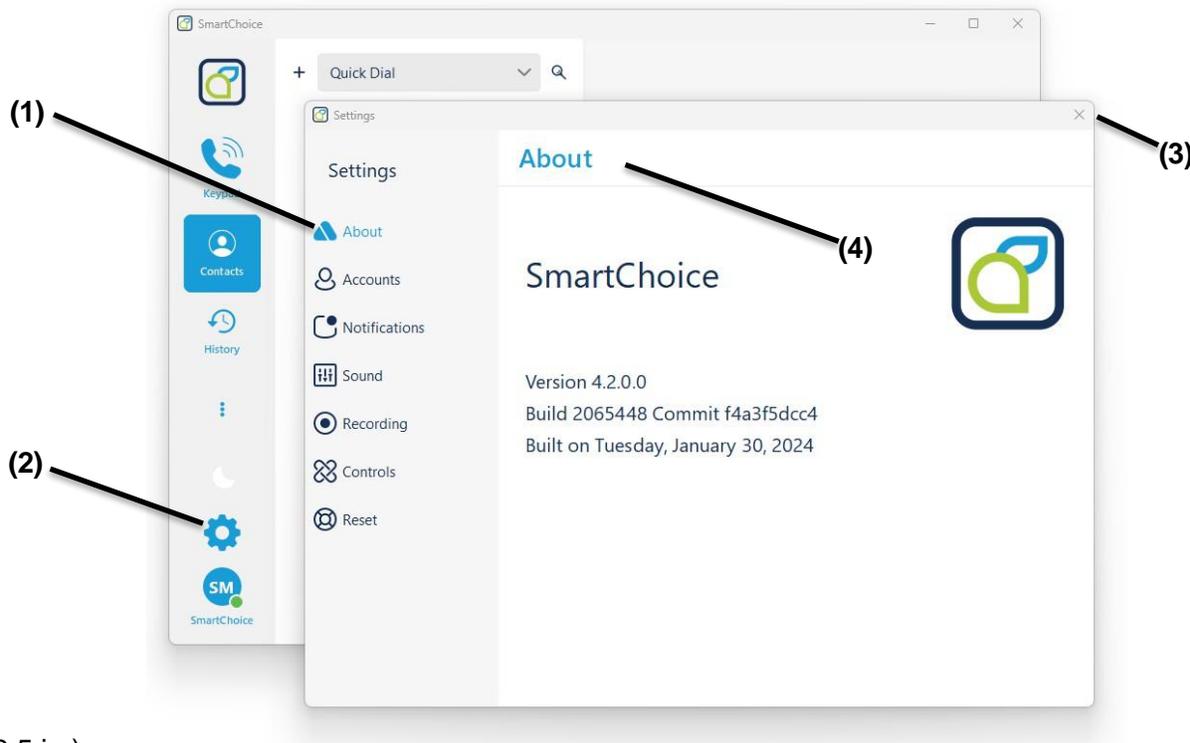
Icon	Indication
	Do Not Disturb mode inactive
	Do Not Disturb mode active

Settings

This chapter describes the settings on this softphone desktop application. Select the  icon from the left navigation menu to open the **Settings** window.

Settings Window

The **Settings** window has a left navigation menu (1). When one of the settings from the left navigation menu is selected, more details or the current settings are displayed on the right pane (4). Select the **X** (3) icon to close this window.



(height: 2.5 in.)

Setting Accounts Options

Users sign in to the application with the account credentials provided by the voice call service provider. Select **Account** from the **Settings** navigation menu to configure the application account.

1. Select  > **Account**.
The **Edit Account** pane displays.
2. Make necessary changes.
3. Select the **Save** button.
Note: Only change the account setting if necessary. Your voice call service provider provides these credentials. See [Signing in to the Application](#) for more information.
4. Close the window.

Notifications Settings

Select **Notification** from the **Settings** navigation menu to select the sound to play for an incoming call or message.

- **Ringtone** - Select a sound to play for all incoming calls.
- **Texttone** - Select a sound to play when a message is received.

Audio Settings

Select **Sound** from the **Settings** navigation menu to configure audio devices and media settings.

- **Microphone** - Select a microphone input device.
- **Microphone volume** - Controls the microphone input volume during a call.
- **Microphone gain \pm 20 dB** - Controls the amplification applied to your audio input for the sound signals in between -20 to +20 dB.
- **Speaker** - Select an audio output device.
- **Playback volume** - Controls the audio output volume.
- **Playback gain \pm 20 dB** - Controls the amplification applied to your audio output for the incoming sound signals in between -20 to +20 dB.
- **Ringtone audio output** - Select the audio device to play the incoming call ringtone.
- **Ringtone volume** - Controls the call ringtone volume.
- **Keypad volume** - Controls the volume when keys on the dial pad are pressed.
- **Mute other apps during call** - When enabled, notifications from other application are muted during calls.
- **Incoming audio noise suppression** - Select the background noise elimination level when you speak.
- **Outgoing audio noise suppression** - Select the background noise elimination level when others speak.
- **Echo cancellation mode** - Select the microphone and speaker conditions to minimize echo.
- **Enable EPOS integration** - Enable or disable to integrate EPOS (Sennheiser) headset in calls.
- **Advanced sound setting** - Select the **Advanced** button.
 - **Record audio data** - When enabled, the audio data of all active calls are recorded for troubleshooting purposes. To retrieve the data, go to the file path at `C:\Users\\AppData\Local\.storage\Temp\Recordings`.
Note: <user> denotes the user name registered in the computer and <app_id> denotes the name of this softphone application.
 - **Audio capture buffer timeout** - Select a period of time to buffer the audio signal after obtaining from the microphone input.
 - **Playback audio buffer timeout** - Select a period of time to buffer the audio sound before playing through the output.
 - **Allow microphone enhancements** - Turn this on to allow the operating system of the computer to improve the sound quality of your audio input devices.
 - **AEC sound card latency** - Select a delay to the Acoustic Echo Cancellation (AEC) to minimize echoes in audio calls (default - Normal 100 ms).
 - **Allow speaker enhancements** - Turn this on to allow the operating system of the computer to improve the sound quality of your audio output devices.

- **Audio fragmentation** - Select the size of the audio data packet in milliseconds and bytes. The default setting is **server default**, which is the size decided by the server setup. Consider making changes to this setting when your network has low bandwidth.
Note: Close and open this application again if you make changes to this feature.
- **Use default sound format** - Turn this on to save the audio files in Microsoft's Waveform (.wav) format when this application record calls. When this is disabled, this application uses a predefined format with pulse-code modulation (PCM) method, 2 channels, and 16 bits per sample when recording calls.
Note: This is enabled by default. Turn this off only if you experience audio issues when using non-standard audio devices, such as microphones with multiple audio channels.

Recording Options

Select **Recording** from the **Settings** navigation menu to configure the call recording settings.

- **Record all calls** - When enabled, all phone calls are recorded (default - disabled).
- **Automatically delete recordings** - Select the time period to keep call recordings or to keep them forever.
- **Warning beep** - When enabled, a beep occurs every 15 seconds in recorded active calls.

Call Controls

Select **Controls** from the **Settings** navigation menu to configure call settings using this application.

- **Launch at login** - When enabled, this application opens once the users log in to the computer (default - disabled).
- **Log SIP traffic** - When enabled, all the SIP traffic logs are recorded. See the [Viewing SIP Logs](#) section to open the logs.
- **Incoming call alert mode** - Select to control the display notification for all incoming calls from this application. **Note:** The incoming call ringtone plays.
 - **Notification and app into foreground** - Allow both the Incoming Call window and a notification prompt to display on the screen.
 - **Notification only** - Allow a notification prompt to display on the screen.
 - **Disabled** - Do not allow any display notification.
- **Set as a default calling app** - Opens the Settings window in the host computer to set this application as the default to answer all calls.
- **Select application language** - Select the application language. The default is American English and other options are available (Arabic, Danish, Swiss German, German, English, Spanish, Belgian French, Canadian French, French, Hebrew, Indonesian, Italian, Japanese, Korean, Malay, Norwegian, Dutch, Polish, Brazilian Portuguese, Portuguese, Russian, Swedish, Thai, Turkish, Vietnamese, Simplified Chinese, Traditional Chinese).
- **Always on top** - When enabled, this application always displays above other applications on the screen (default - disabled).
- **Launch setup wizard** - Opens the Welcome Wizard window to allow this application to use the camera, speakers, and microphone.

Viewing SIP Logs

The application generates and records the network traffic log when enabled. Use the log to troubleshoot and analyze the quality using this application for communication.

1. Select **Logs** from the **Settings** navigation menu to view the logs.
2. (Optional) To save the logs in a text file, select the **Save** button.

Resetting the Application

Resetting the softphone application clears all the data and settings that are specific to the user account. This includes login information, preferences, and other data such as call history, messages, recordings, and SIP traffic logs that are stored on the application and device. The user is required to sign in again when opening the application, and the previous customizations and settings no longer exist.

Select **Reset** from the **Settings** navigation menu to sign out from the application.

Important: Ensure you save a copy of the call recordings, audio messages, and media files on the computer if you want to keep them.

After the reset, follow the steps in the [Initial Setup](#) chapter to set up the application.