

DrayTek

Soft Phone



Quick Start Guide

V1.1

Soft Phone Quick Start Guide

Version: 1.1

Firmware Version: V1.1.0

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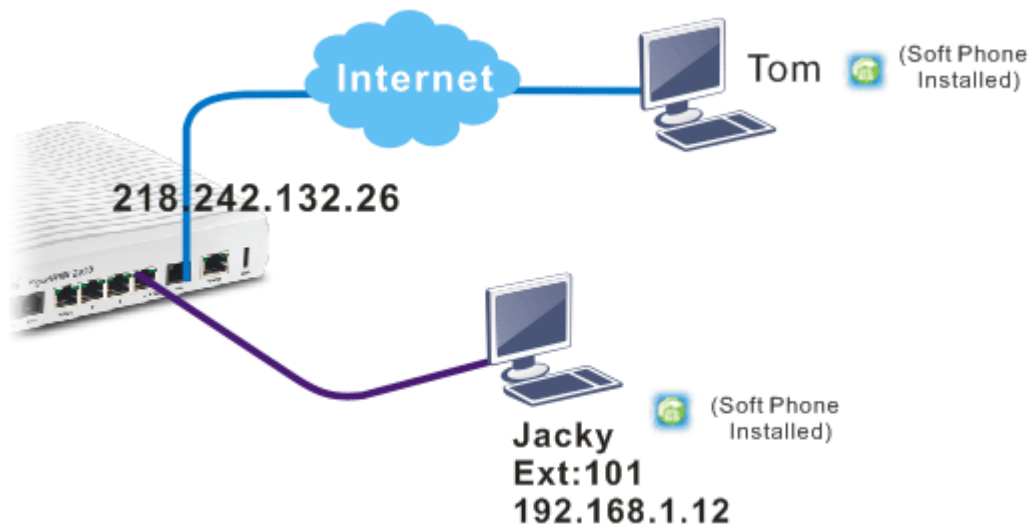
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1. Introduction

Soft Phone delivering telephony capabilities to any PC provides ultimate mobility to employees and customers even on the road. Users can just dial the same number to reach their account manager / service representation even they are traveling.

Soft Phone offers the functionality of ZRTP which is enabled in default to enhance the security of communication. **Both ends with Soft Phone installed or devices with ZRTP feature** can have the secure communication due to the voice data encrypted.



2. Installation

Before using it, please follow the steps below to install Soft Phone onto your computer.

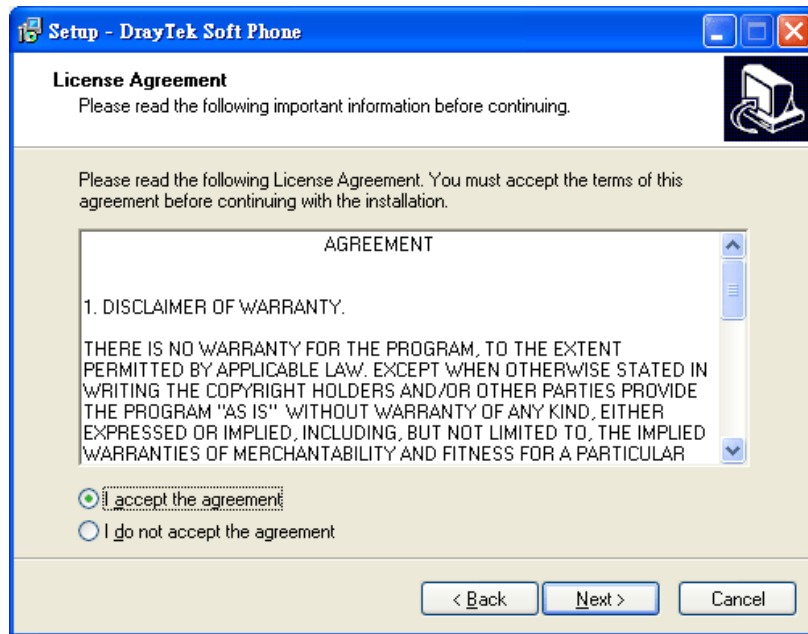
1. Run the DrayTek Soft Phone program, e.g., Setup by double clicking the installation icon.



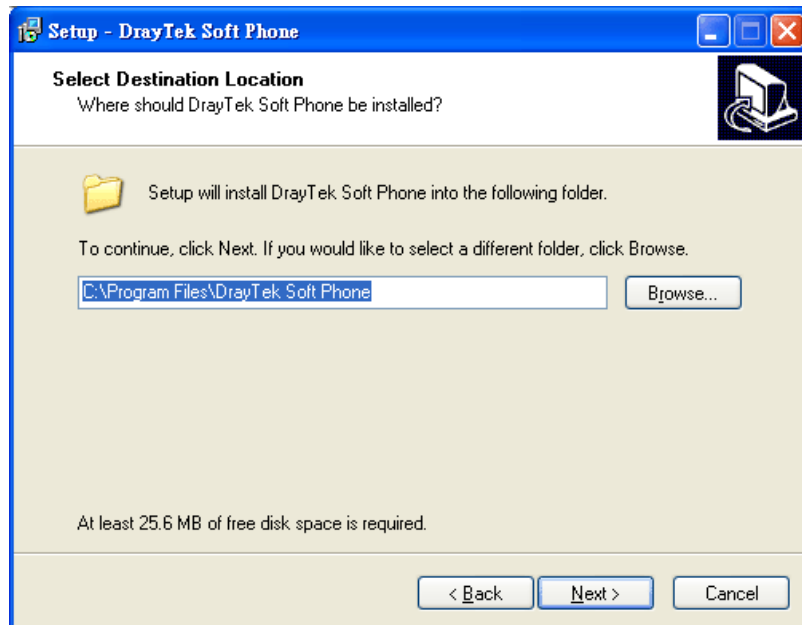
2. When the following setup wizard appears, please click **Next**.



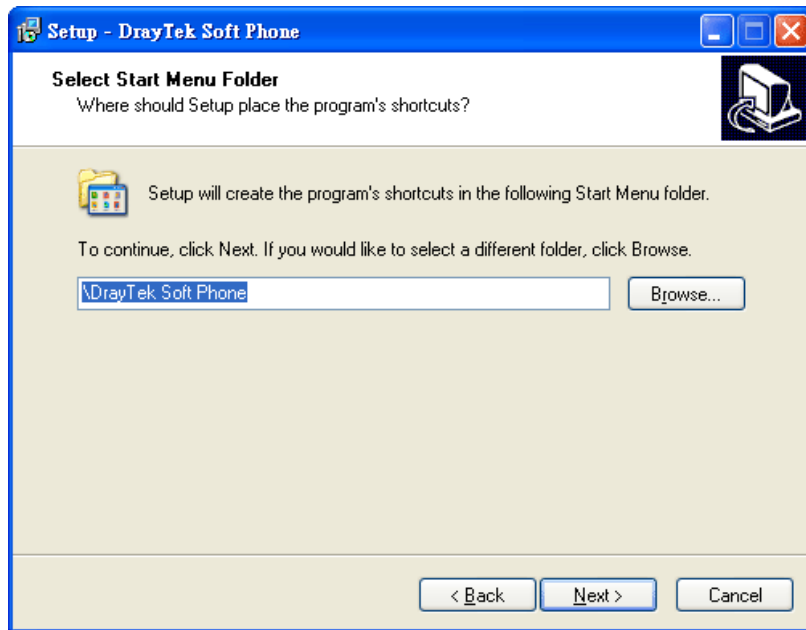
3. Choose **“I accept the agreement”** and click **Next**.



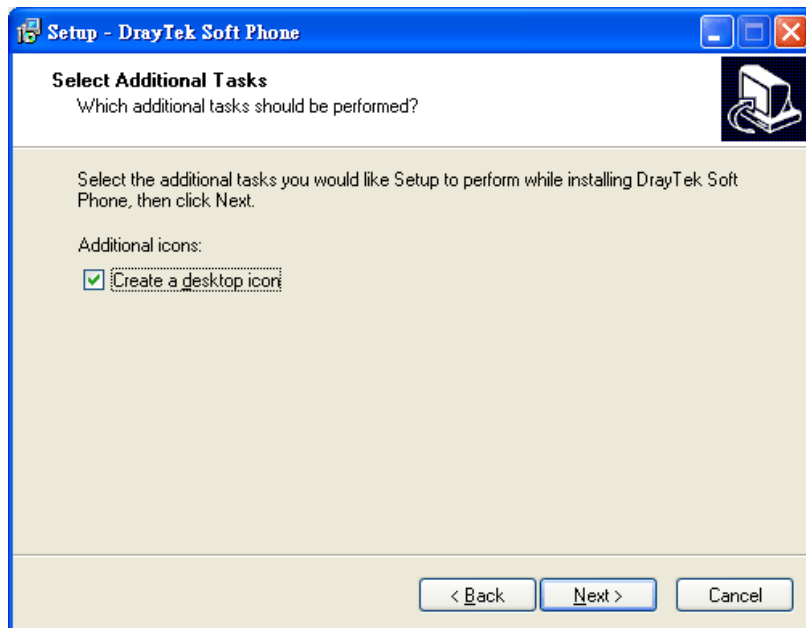
4. If you want to change destination location, simply click **Browse** to choose another destination. Then, click **Next**.



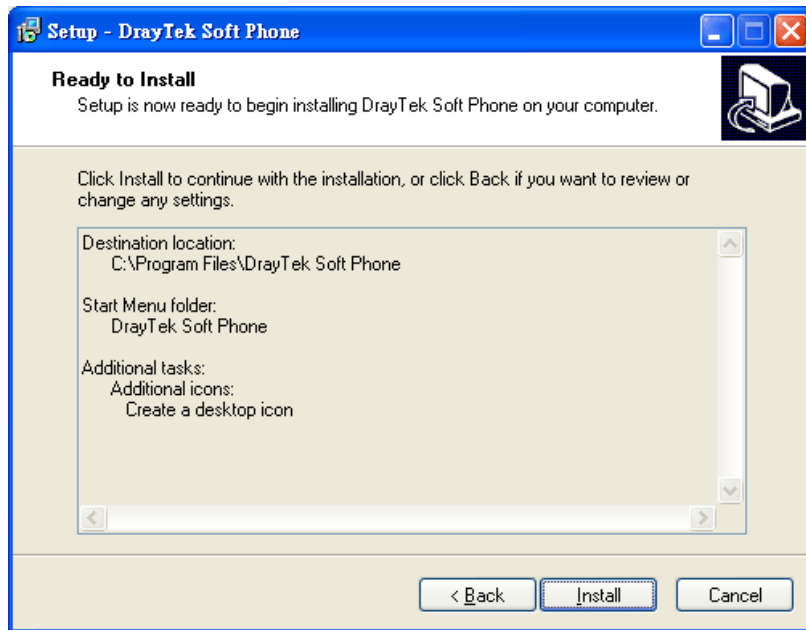
5. Click **Next**.



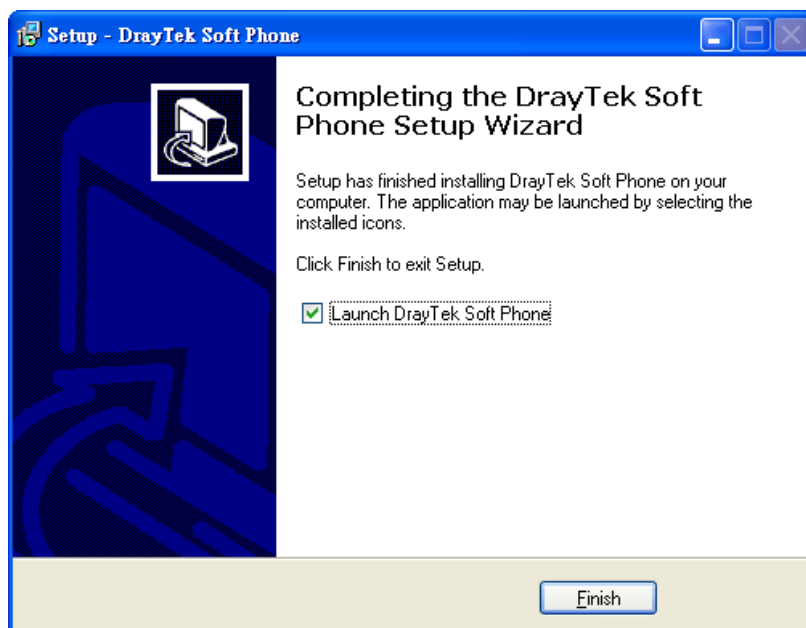
6. Click **Next**, again.



7. Now, click **Install** to execute the installation procedure.



8. When the following screen appears, click **Finish**.

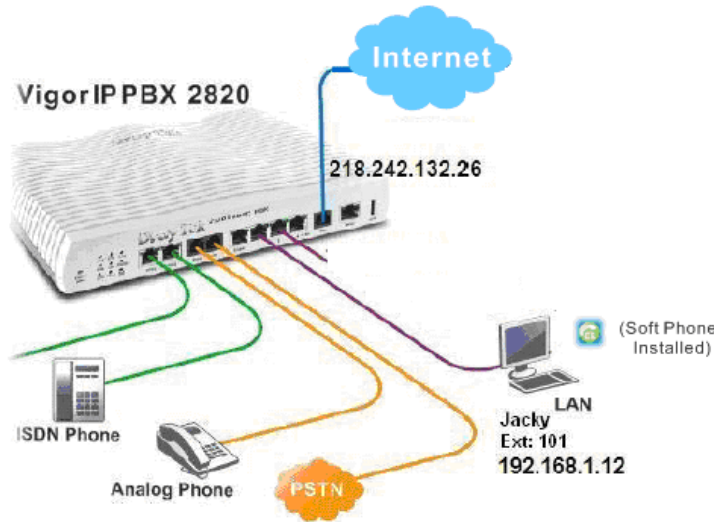


3. Registration

To use the soft phone via network, you have to register a SIP account to DrayTek VigorIPPBX 2820 or VigorIPPBX 3510 first. Below shows an example of registration for your reference.

Register Extensions to Vigor router

DrayTek VigorIPPBX 2820 supports Software based SIP phones. Here we will introduce how to use Soft Phone to register extension(s) to VigorIPPBX 2820. Refer to the following graphic.



- VigorIPPBX 2820 acts as an SIP server with WAN IP: 218.242.132.26 and LAN IP: 192.168.1.1.
- Jacky uses the Soft Phone registered to VigorIPPBX 2820 via LAN.

Setup the extensions on VigorIPPBX 2820

1. Enter the **IP PBX >> Extension Profile** setup page and configure the relevant extension profile.

IP PBX >> Extension Profile

Internal Phone Extension Index 1

Internal Phone Extension Active	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Extension Number	<input type="text" value="101"/>
Display Name	<input type="text" value="Jacky"/>
Type	<input type="text" value="SIP"/>
<input checked="" type="checkbox"/> Authentication	
Password	<input type="password" value="••••"/>
E-mail Address	<input type="text"/>
Voice mail Password	<input type="password" value="••••"/>
MWI	
<input checked="" type="checkbox"/> Notify User who Subscribed	<input type="checkbox"/> Force Notify User
Outgoing Call Use	
<input checked="" type="checkbox"/> SIP1 <input checked="" type="checkbox"/> SIP2 <input checked="" type="checkbox"/> SIP3 <input checked="" type="checkbox"/> SIP4 <input checked="" type="checkbox"/> SIP5 <input checked="" type="checkbox"/> SIP6 <input checked="" type="checkbox"/> ISDN2-TE	
Answer Mode	
No answer after	<input type="text" value="5"/> sec then <input type="text" value="Keep Ring"/>
Busy then	<input type="text" value="Do Nothing"/>
Not on-line	<input type="text" value="Do Nothing"/>

- After finishing the settings, you may have the following table.

IP PBX >> Extension

Internal Phone Extension						
Index	Ext.	Name	Email Address	Outgoing Call	Status	
1.	101	Jacky		SIP1	v	
2.	---	---		SIP1	v	
3.	---	---		SIP1	v	
4.	---	---		SIP1 ISDN2-TE	v	
5.	---	---		SIP1	v	
6.	---	---		SIP1 SIP2 SIP3 SIP4 SIP5 SIP6 ISDN2-TE	x	
7.	---	---		SIP1 SIP2 SIP3 SIP4 SIP5 SIP6 ISDN2-TE	x	

Setup the VoIP clients to register extensions

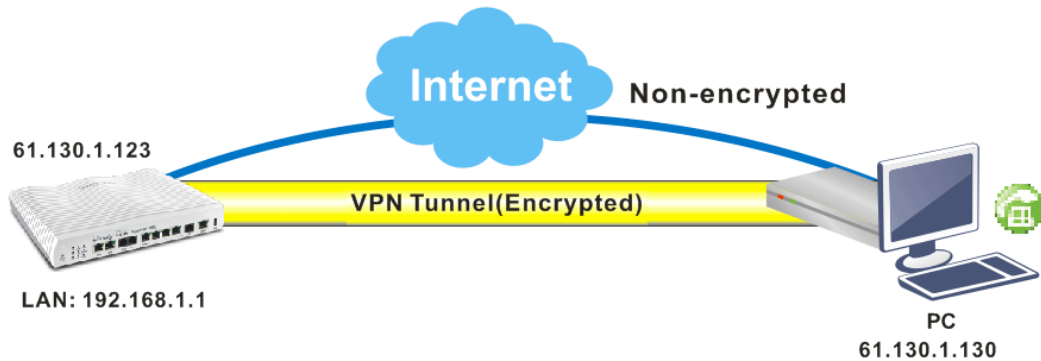
Jacky is using Soft Phone, a VoIP softphone, for registering his extension 101 to VigorIPPBX 2820.

Start the **Soft Phone**. Click the **Setting>>SIP** tab from the **DrayTek Soft Phone** dialog. Click **Add** to open the following dialog. Type the information for Jacky.

4. Using Soft Phone

After finish the Soft Phone installation, the software will be popped up automatically.

Register through PPTP VPN can ensure the security of the registration and also can solve NAT traversal issue when the Soft Phone is located behind NAT. In addition, data transmitted within the tunnel will be encrypted. Refer to the following figure.

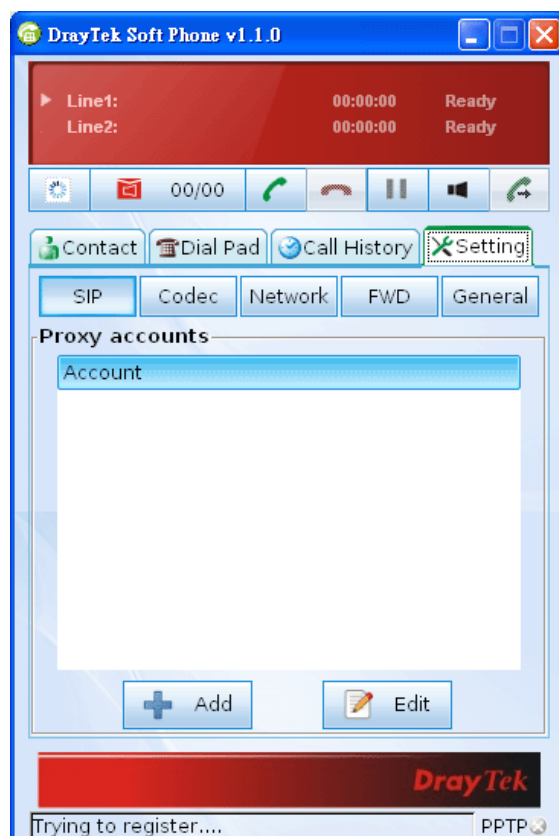


Configuring SIP Account

After obtaining an account from a SIP proxy server, please keep the information which will be used for Soft Phone.

Before making a phone call through Soft Phone, configure the SIP account will be required.

1. Click the **Setting**>>**SIP** tab from the **DrayTek Soft Phone** dialog.



2. Click **Add** to open the following dialog. Type the information that you obtained from the VigorIPPBX device administrator / ISP / ITSP / Voice provider.

Configure SIP account

Configure a SIP account

SIP Proxy address: 61.130.1.123

Outbound Proxy (optional):

Registration duration (sec): 3600

Username: 101

Password: ●●●

Register through PPTP VPN

PPTP VPN Server:

Use SIP account

Username:

Password:

PPP Authentication: CHAP (Require Encry)

OK Cancel

If encrypted registration (via VPN connection) is required, please configure the settings as the following:

Configure SIP account

Configure a SIP account

SIP Proxy address: 192.168.1.1

Outbound Proxy (optional):

Registration duration (sec): 3600

Username: 101

Password: ●●●

Register through PPTP VPN

PPTP VPN Server: 61.130.1.123

Use SIP account

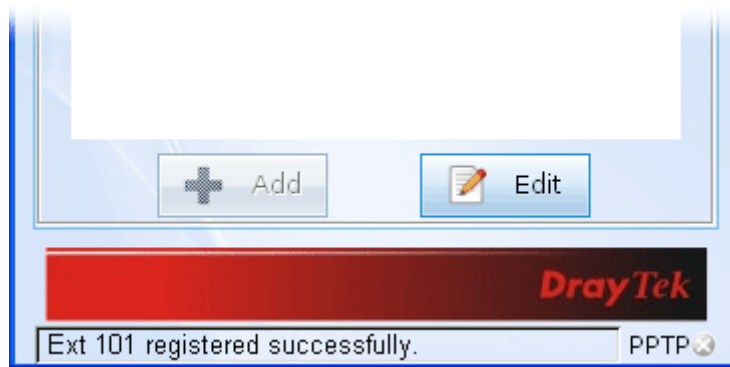
Username: 789

Password: ●●●

PPP Authentication: CHAP (Require Encry)

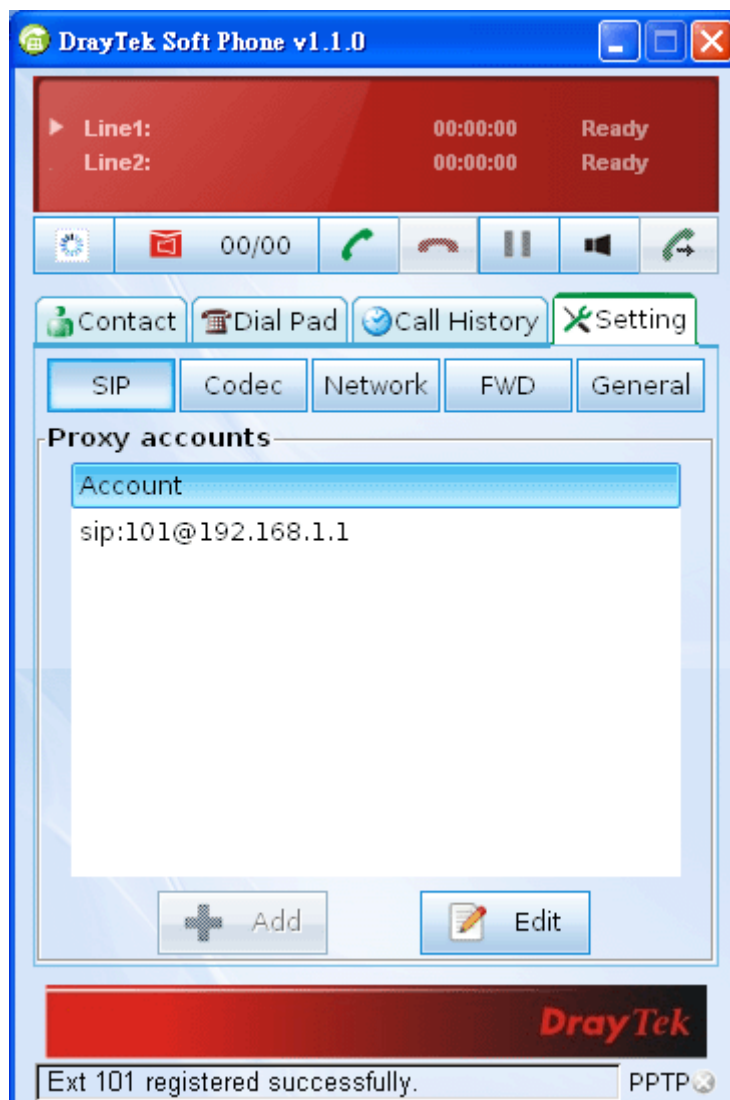
OK Cancel

3. Click **OK** to save the configuration and exit the dialog.
4. When the registration is successful, a message stated with registration successfully will be shown on the bottom of the dialog.

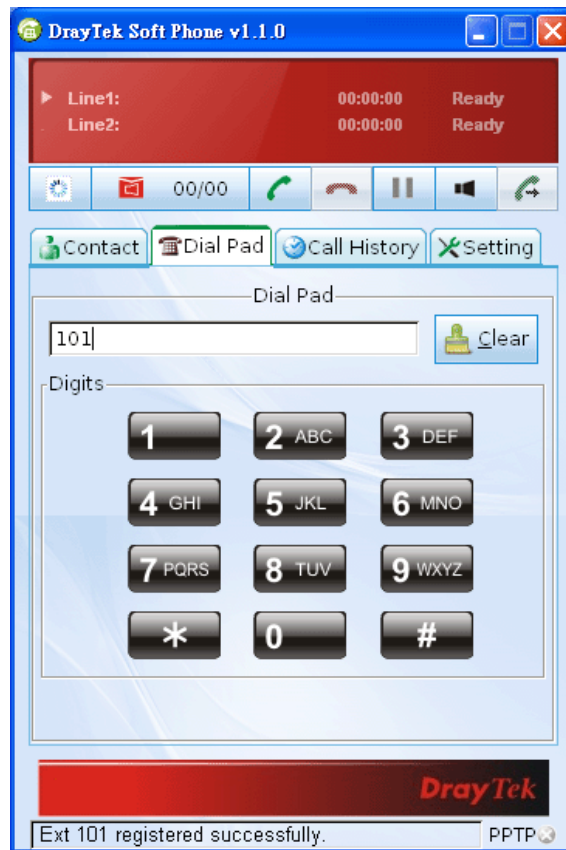


How to dial out via Soft Phone

1. Make sure your computer has been installed a microphone and headphones.
2. Open **Setting>>SIP** to make sure the SIP account has registered successfully.



3. Click the **Contact >>Dial Pad** tab from the **DrayTek Soft Phone** dialog. Type the phone number that you want to contact in the input area.



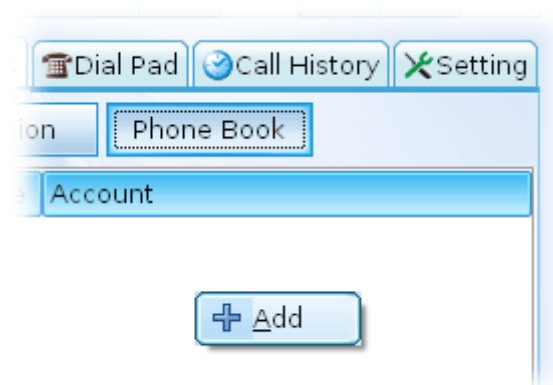
4. Click the **Start call** button from the **DrayTek Soft Phone** dialog.



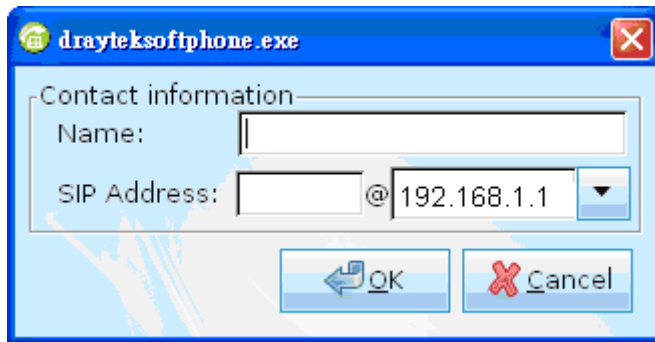
5. When the remote end picks up the phone, the call / conversation is established.

How to create the Phone Book

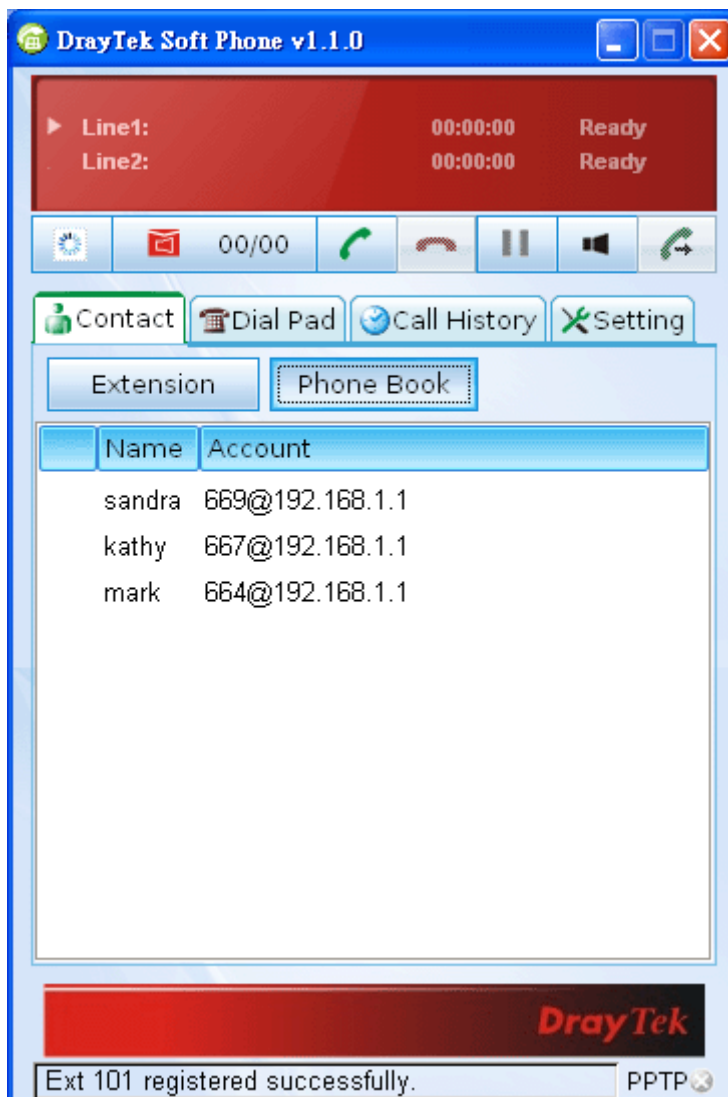
1. Click the **Contact >>Phone Book** tab from the **DrayTek Soft Phone** dialog.
2. Right click the mouse key to display the **Add** button.



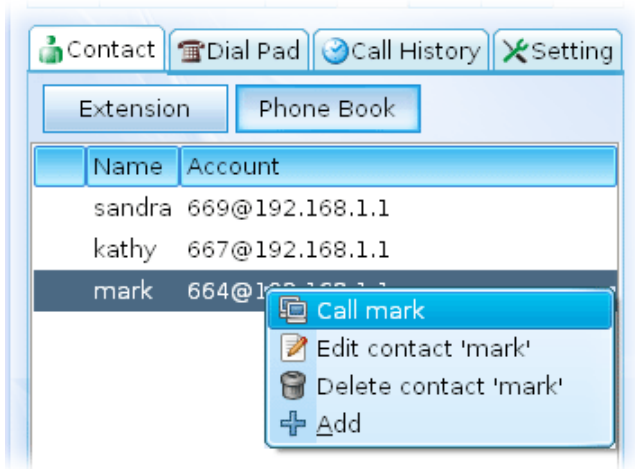
Click **Add** to open the following dialog.



3. Type the name and SIP Address in the corresponding fields. When you finish the settings, please click **OK** to save them and exit the dialog. The new added will be displayed on the **DrayTek Soft Phone** dialog.

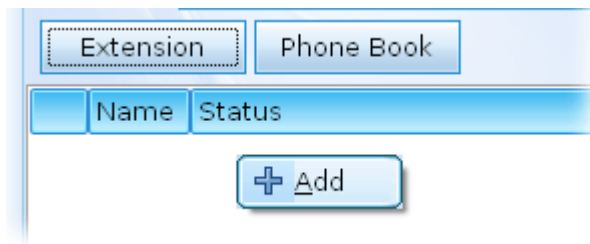


Note: To make a quick call on **Phone Book**, simply choose the one (e.g., mark) you want to dial out and right click your mouse button. A popped up selections will appear. Chose **Call mark**.

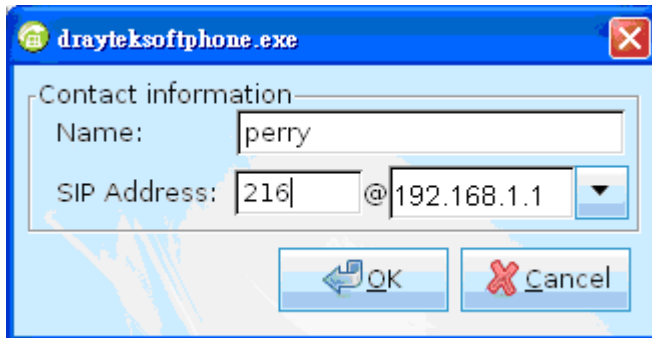


How to create the Extension List

1. Click the **Contact >>Extension** tab from the DrayTek Soft Phone dialog.
2. Right click the mouse key to display the **Add** button.



3. Click **Add** to open the following dialog.

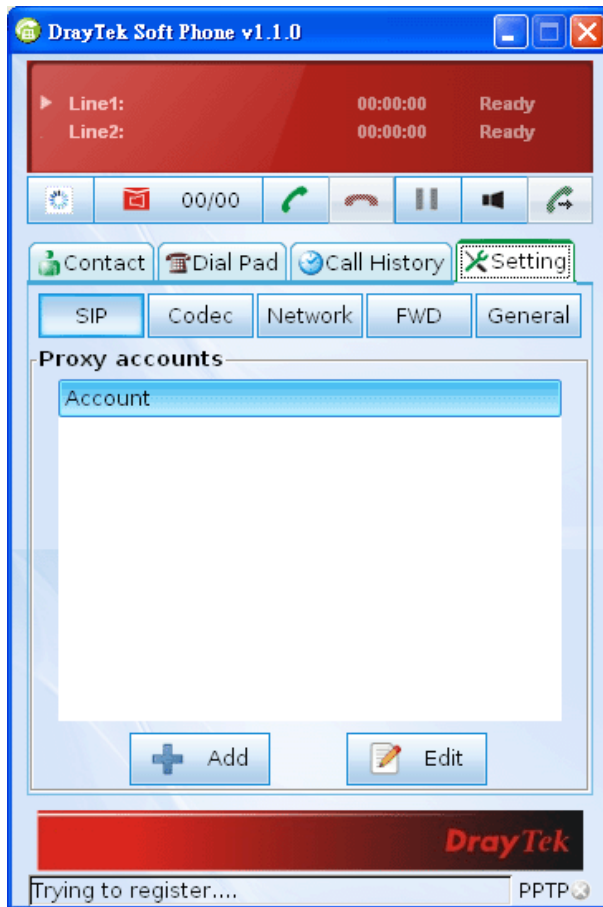


4. Type the name and SIP Address in the corresponding fields. When you finish the settings, please click **OK** to save them and exit the dialog. The new added will be displayed on the **DrayTek Soft Phone** screen.

Note: To make a quick call on **Extension**, simply choose the one (e.g., perry) you want to dial out and right click your mouse button. A popped up selections will appear.

5. Panel Explanation

This section provides the explanation for the control panel of Soft Phone.



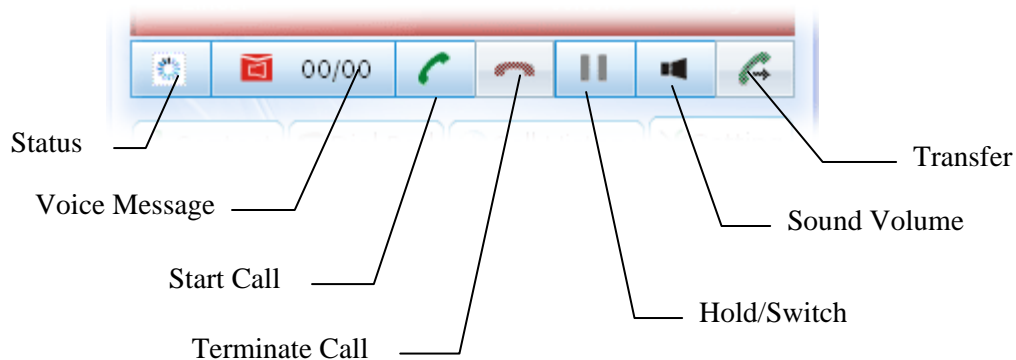
Status Bar

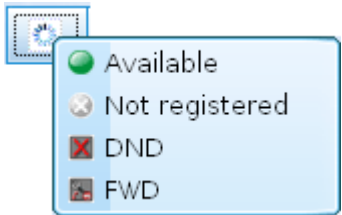

Display current status for each line.



Icons

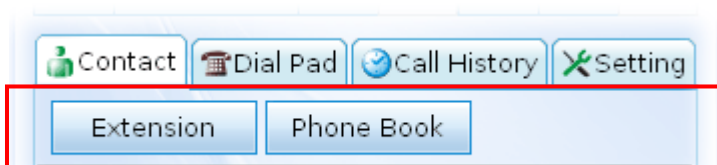
On the top of the panel, there are several icons used to dial out, cut off, voice message and so on.



Status	<p>Click to check and change current status.</p> 
Voice message	Click to listen the voice message.
Start Call	Click to dial out.
Terminate Call	Click to terminate current phone call.
Hold/Switch	Click to hold on current call or switch back to the on-hold call.
Sound Volume	<p>Click to adjust the volume level of microphone and speaker.</p> 
Transfer	Click it to transfer current call to another one.

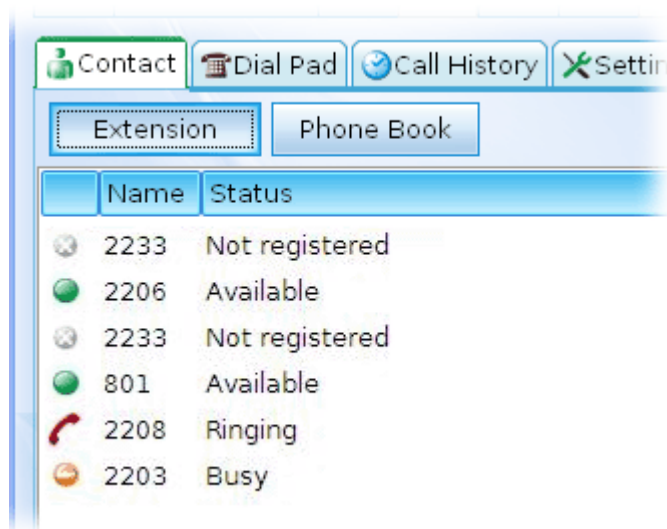
Contact

The Contact tab includes Extension (displaying the subscribed BLF status of remote end), and Phone Book.



Extension

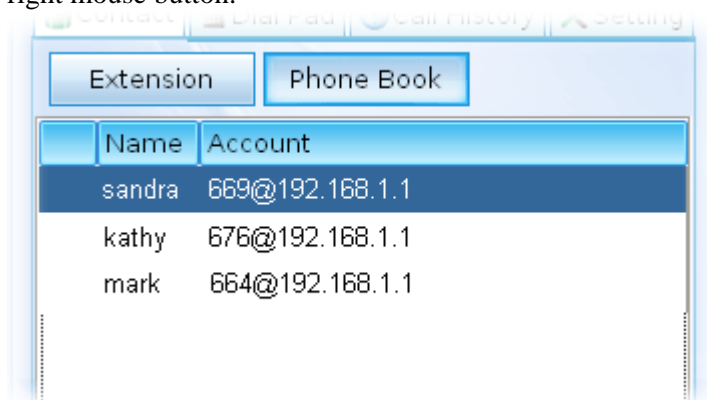
With the function of Busy Lamp Field (BLF), Extension page can offer current status of the account you added. If the Status shown as Not Registered, it means that extension is not registered to the IPPBX and cannot be dialed.



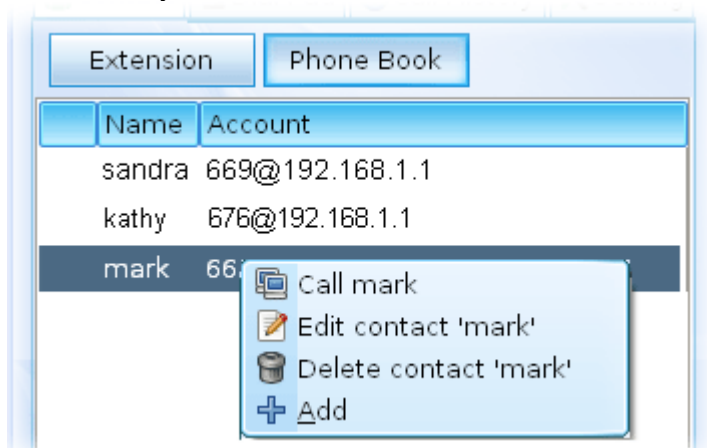
Name	Display the extension number of the clients.
Status	<p>Display the connection status for the clients.</p> <p>Not registered – it means that extension is not registered to the IPPBX and cannot be dialed.</p> <p>Available – such account has registered to VigorIPPBX already and can be dialed.</p> <p>Ringing – such account has registered to VigorIPPBX already and is ringing.</p> <p>Busy – such account has registered to VigorIPPBX already and in busy.</p>

Phone Book

To make a quick dial for each time, simply add the one(s) that you will contact into the Phone Book. Such book allows you to make a direct call for selected name by using the right mouse button.

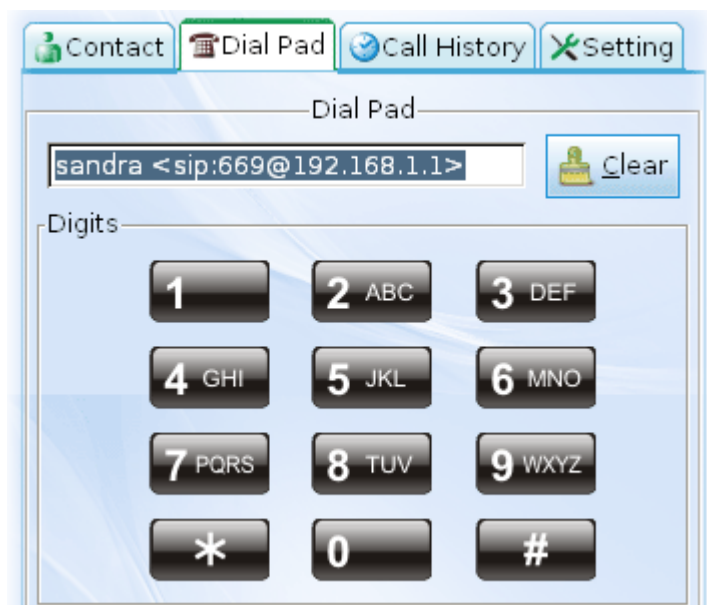


In the pop up menu, you can call, edit and delete the selected item, or add another new account easily.



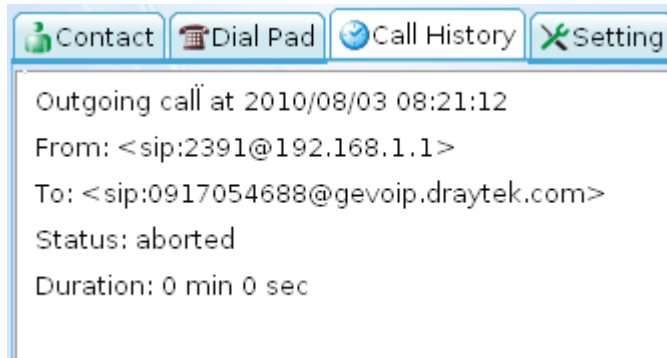
Dial Pad

Such page simulates the telephone keypad for you to enter the number in the field of Dial Pad. Besides, the phone number, account name, and full SIP account are also allowed to be entered in this field.



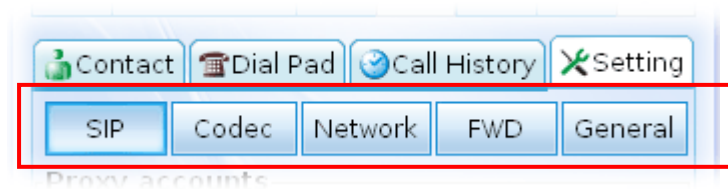
Call History

This page provides a history for all the phone calls by Vigor Soft Phone.



Setting

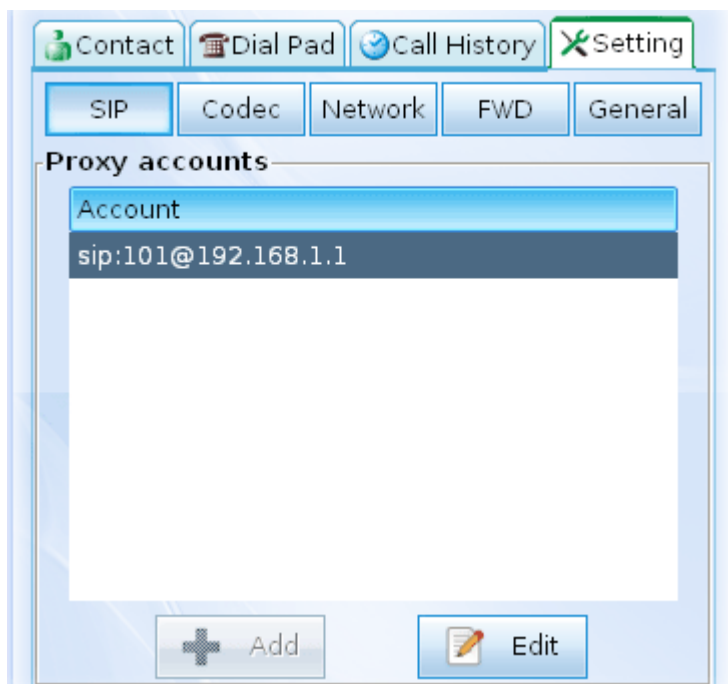
Such tab allows you to configure SIP settings, check Codec information, change the Network connection, specify phone call forwarding, and configure speaker, ring sound and so on.



SIP

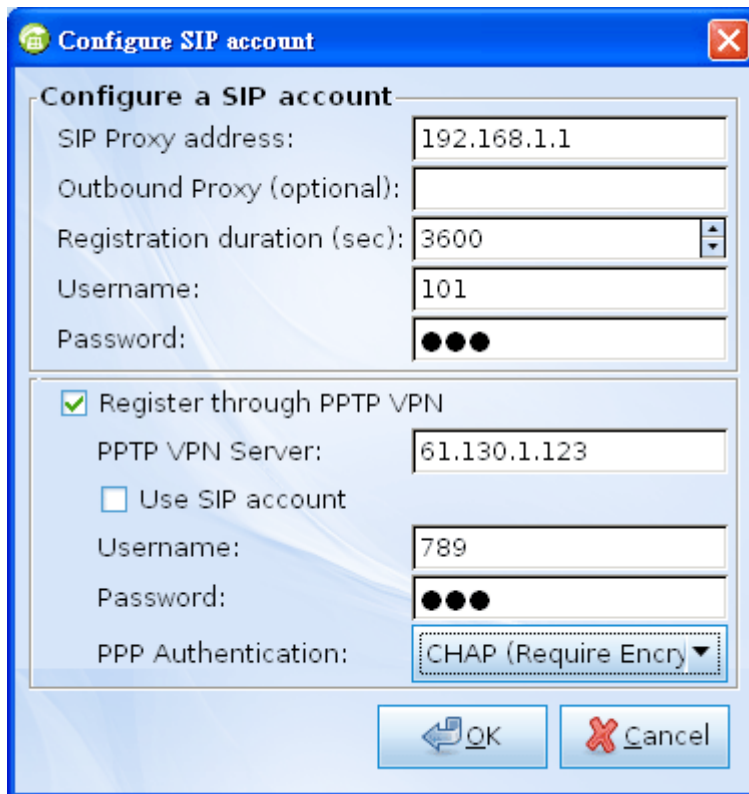
Set a SIP account is the first thing you have to do for using Soft Phone. Please type the required information that you applied from the proxy sever. You can change the server whenever you want. However, only one server is available for each time.

Please use **Add** to specify the account server for the first time. Next time, please click **Edit** to change the server information whenever you want.



Add	Click this button to add an SIP account. If you have added one SIP account in Soft Phone, this button will be invalid.
Edit	If you want to change the SIP account, click this button to edit / modify the settings.
Remove	Click this button to remove the selected account.

If **Add** can be clicked, you will see the following dialog.

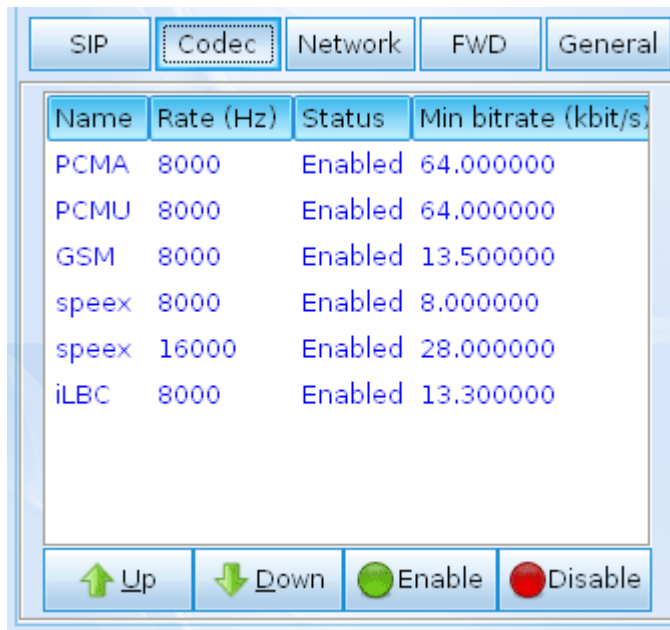


SIP Proxy address	Type the SIP proxy address for such SIP account.
Outbound Proxy (optional)	This is an optional setting. Just keep the default setting.
Registration duration (sec)	Type a number for the registration duration. The default setting is 3600.
Username	Type a name for such SIP account.
Password	Type a password for such SIP account.
Register through PPTP VPN	If data encryption is required, please check this box to register the SIP account via VPN connection.
PPTP VPN Server	Type the IP address of PPTP VPN server on IPPBX.
Use SIP account	Check this box to use the same account with SIP for PPTP VPN connection.
Username	Type the username specified for PPTP VPN

	server.
Password	Type the password specified for PPTP VPN server.
PPP Authentication	Choose one of the encryption selections.
	<div style="border: 1px solid black; padding: 5px;"> <input type="button" value="CHAP (Require Encryption)"/> <input type="button" value="CHAP (Maximum Encryption)"/> </div>

Codec

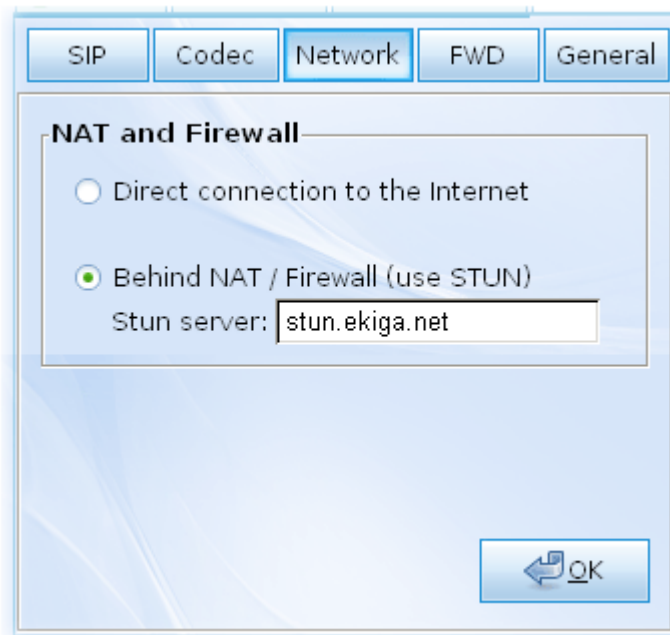
This page offers voice compression format of voice for you to choose.



me	Display the name of the codec.
e	Display the transmission rate for such compression format.
us	Display the status (enabled or disabled) of such codec.
 bitrate	Display the minimal bitrate of the codec.
 / Down	Adjust the priority of codec.
 ble	Enable the selected codec.
 able	Disable the selected codec.

Network

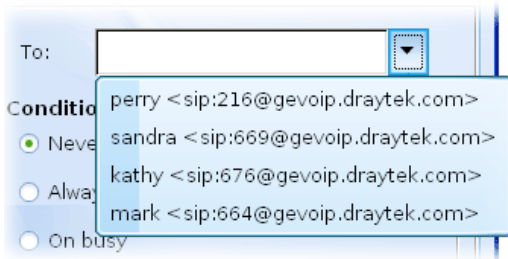
This page can set the network connection for the Soft Phone by directly connecting to Internet or under NAT (STUN server is required to discover WAN IP and port).



Direct connection to the Internet	Choose this button to make a direct connection to the Internet after clicking OK .
Behind NAT / Firewall (use STUN)	Choose the option to solve the NAT traversal problem when the soft phone behind NAT. Please specify the IP address of STUN server. Later, click OK .

FWD

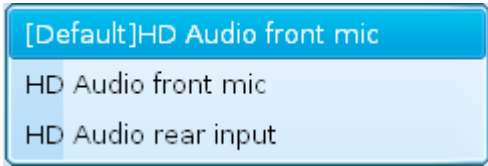
This function can forward the incoming phone call to the specified account / extension under different conditions.

To	Use the drop down list to specify the account who you want to forward the phone call. 
Never	Do not forward the incoming call.
Always	Always forward the incoming call to the account/extension selected above.
On busy	Only forward the incoming call to the account/extension selected above when the status is busy.
On no answer for sec	Forward the incoming call to the account/extension selected above after passing the time specified here without any answer.

General

It allows you to set speaker, ring device, microphone and ring sound for the Soft Phone.



Speaker	Choose the output device for the speaker.
Ring device	Choose the output device for ring.
Microphone	Choose the input device as your microphone. 
Ring sound	Display the sound file for the phone ringing. You can click Open File icon to choose another sound file for your necessity.
Play	Play the sound selected in Ring Sound.