

DrayTek

Soft Phone



Quick Start Guide

V1.3

Soft Phone Quick Start Guide

Version: 1.3

Firmware Version: V1.3.0

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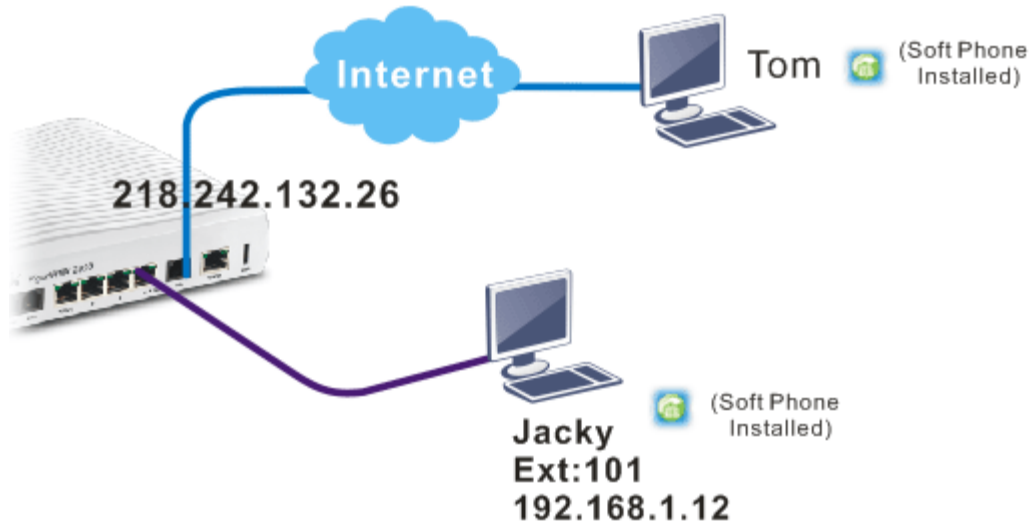
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1. Introduction

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. However, such feature requires that:

- Both ends shall have Soft Phone installed
- Both SIP accounts must be registered to VigorIPPBX router, e.g., VigorIPPBX 2820.

Secure Voice Communication



2. Installation

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

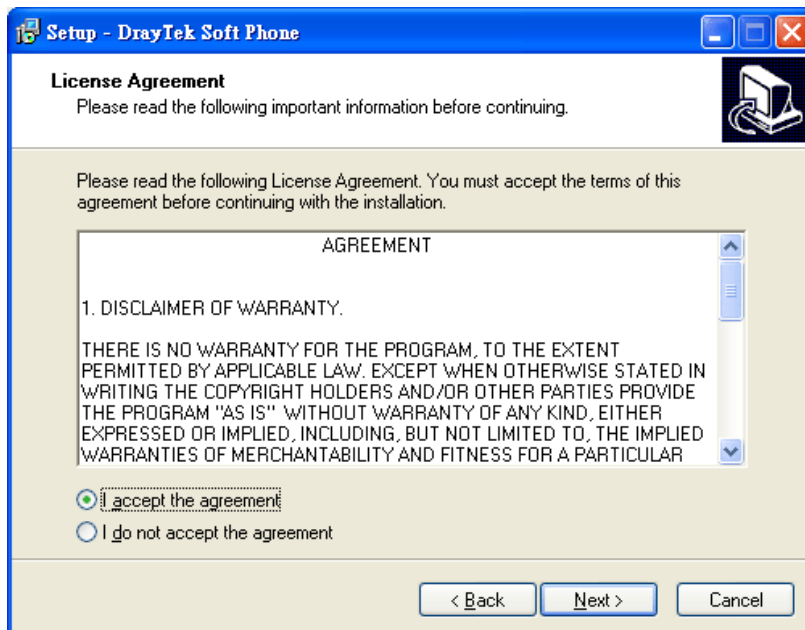
1. Run the DrayTek Soft Phone program, e.g., Setup by double clicking the installation icon.



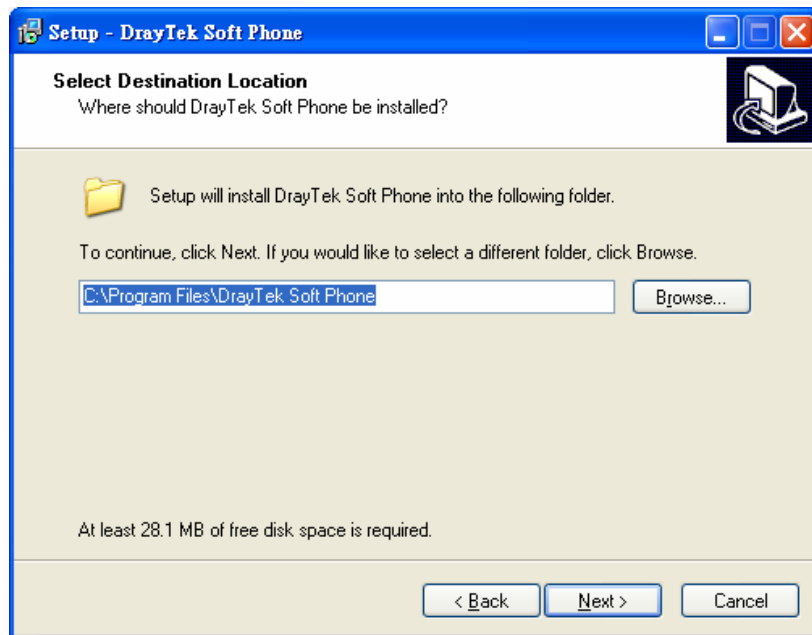
2. When the following setup wizard appears, please click **Next**.



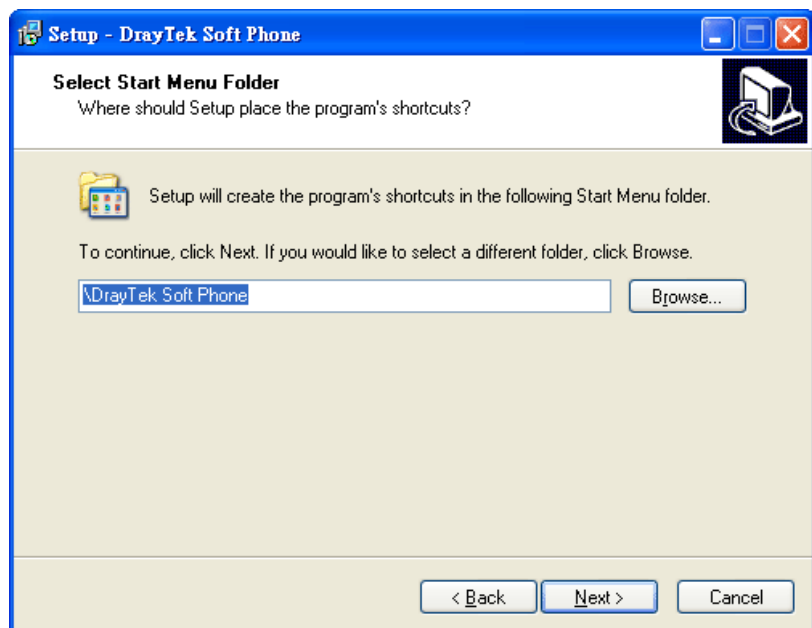
3. Choose **"I accept the agreement"** and click **Next**.



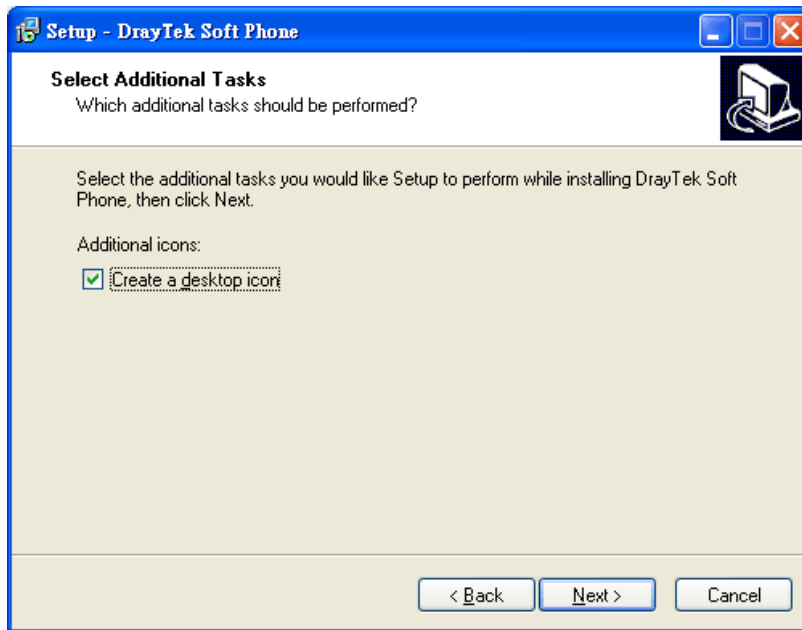
4. If you want to change destination location, simply click Browse to choose another destination. Then, click **Next**.



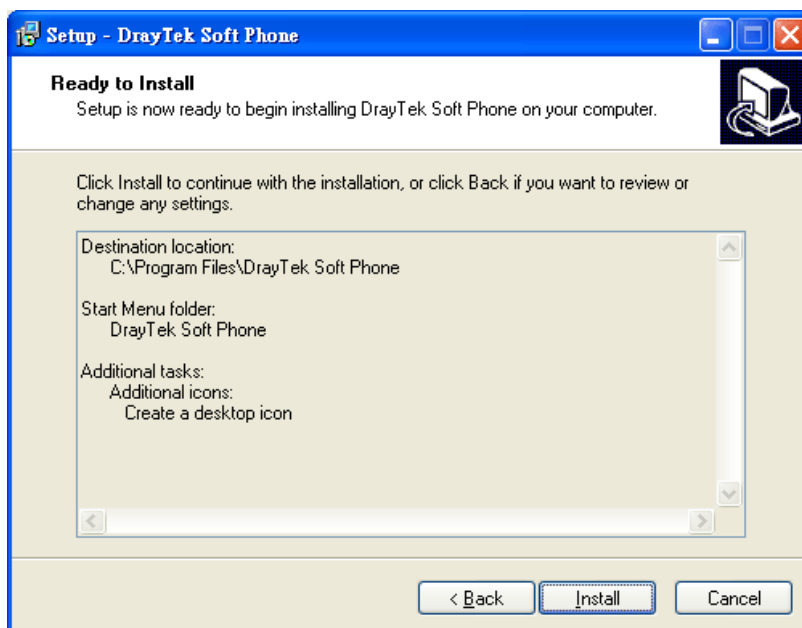
5. Click **Next**.



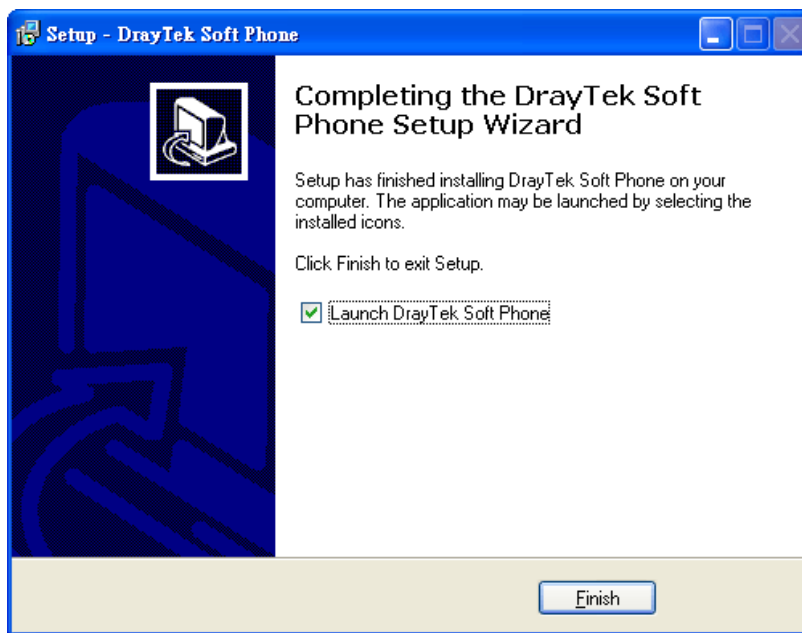
6. Click **Next**, again.



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



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

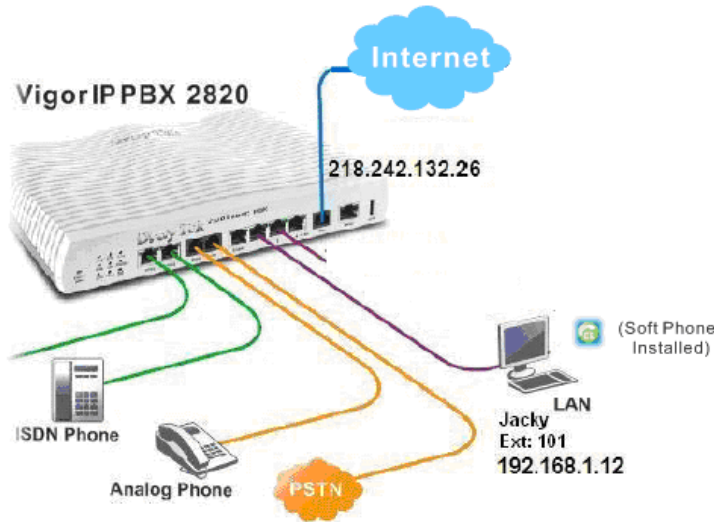


3. Registration

To use the soft phone to make calls, 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 and click **OK**.

4. Using Soft Phone

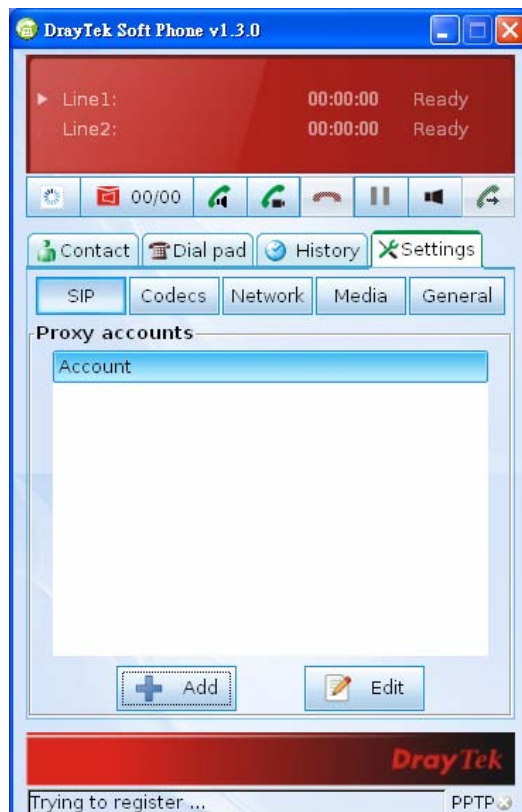
After finish the Soft Phone installation, the software will be popped up automatically.

Configuring SIP Account

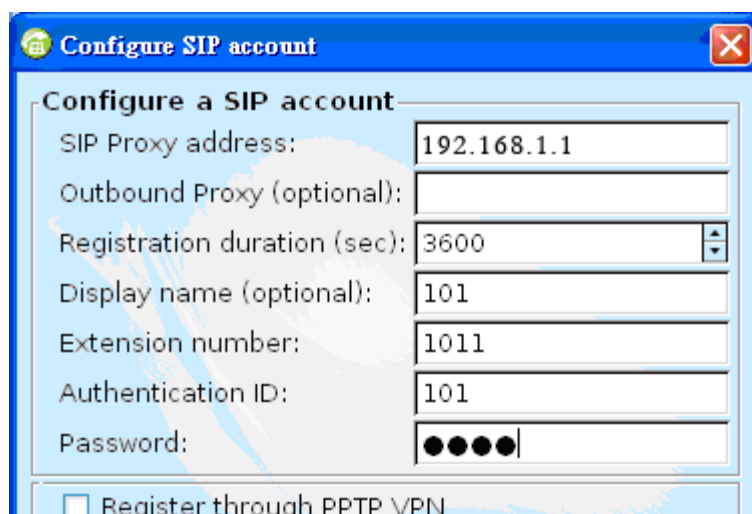
After obtaining an account from a SIP proxy server, please keep the information which will be used for Soft Phone.

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.



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

Display name (optional): 101

Extension number: 1011

Authentication ID: 101

Password: ●●●●

Register through PPTP VPN

PPTP VPN Server: 192.168.1.1

Use SIP account

Username: 789

Password: ●●●●

PPP Authentication: CHAP(Require Encry)

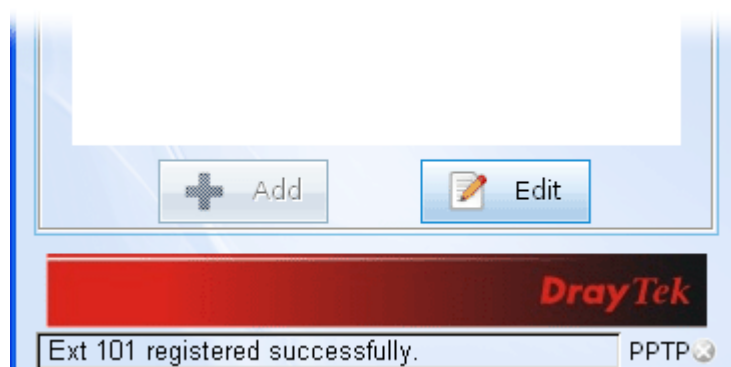
Auto redial after disconnected

Redial attempts: 3

Redial interval(s): 3

OK Cancel

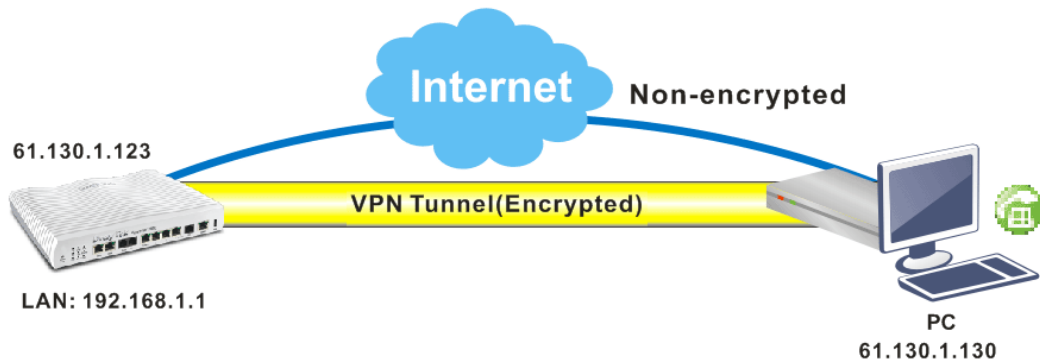
3. Click **OK** to save the configuration and exit the dialog.
4. When the registration is successful, a message stated with registration successfully will be shown on the bottom of the dialog.



Register through PPTP VPN

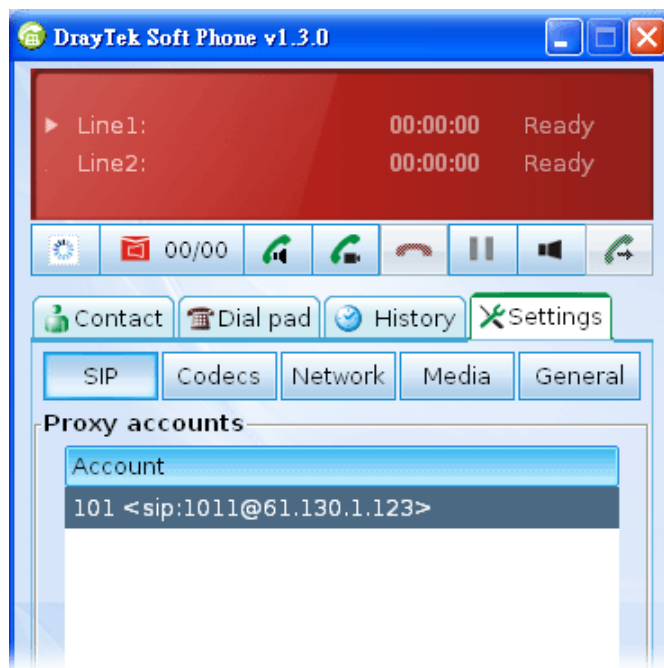
Sometimes, when the staff travels for the business, he/she can communicate with the staff in headquarters through VPN to ensure the security of the communication and prevent from the hackers attacks.

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.

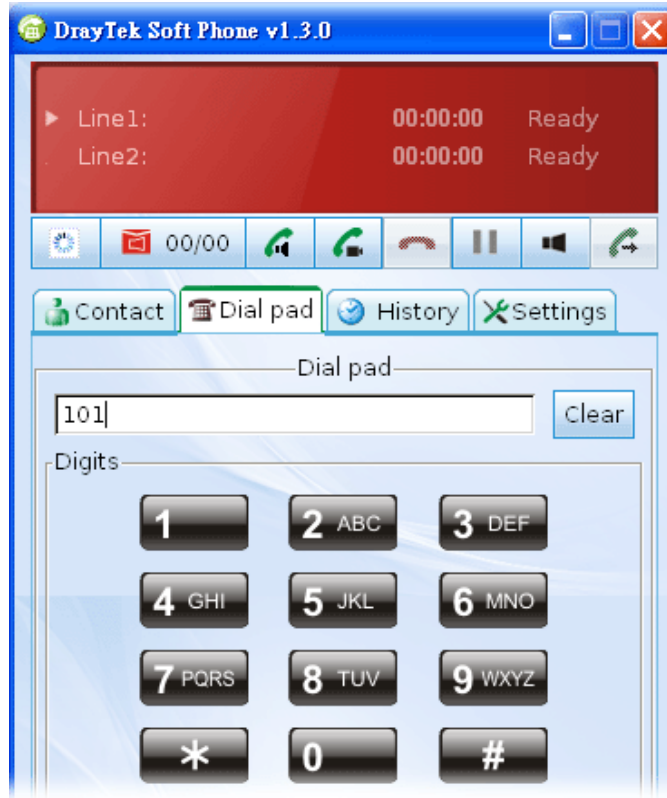


How to dial out via Soft Phone

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.



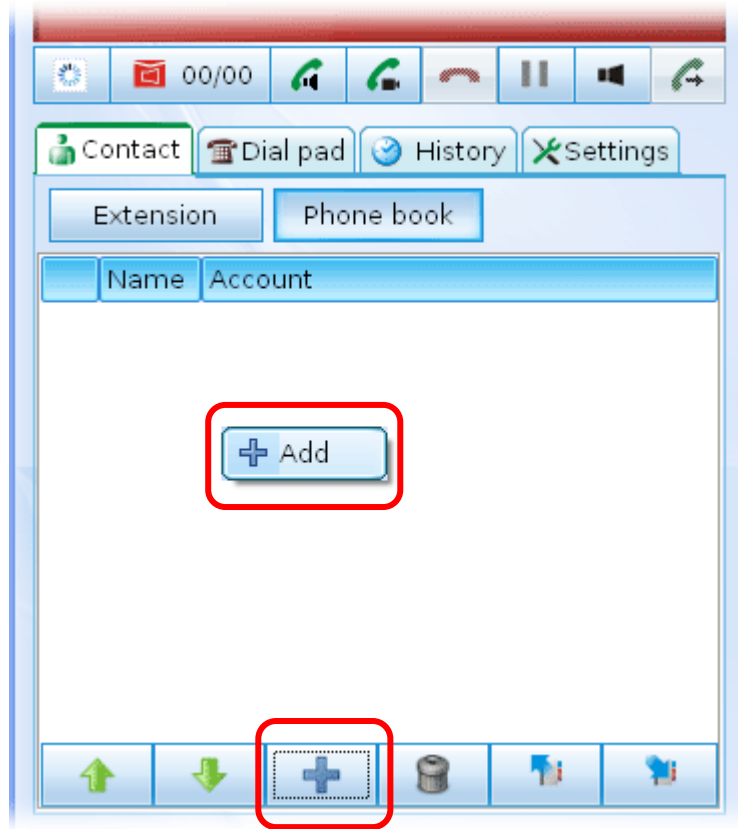
4. Click the **Start call** button from the **DrayTek Soft Phone** dialog.



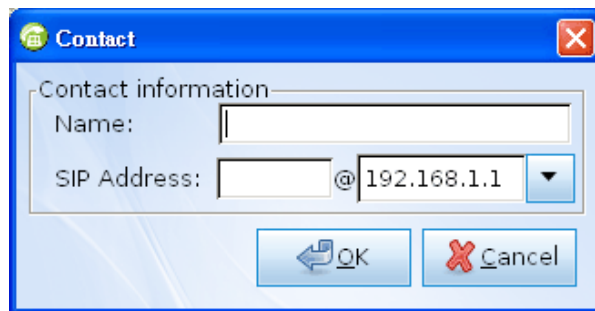
5. When the remote end picks up the phone, the call / conversation is established.

How to create the Phone Book

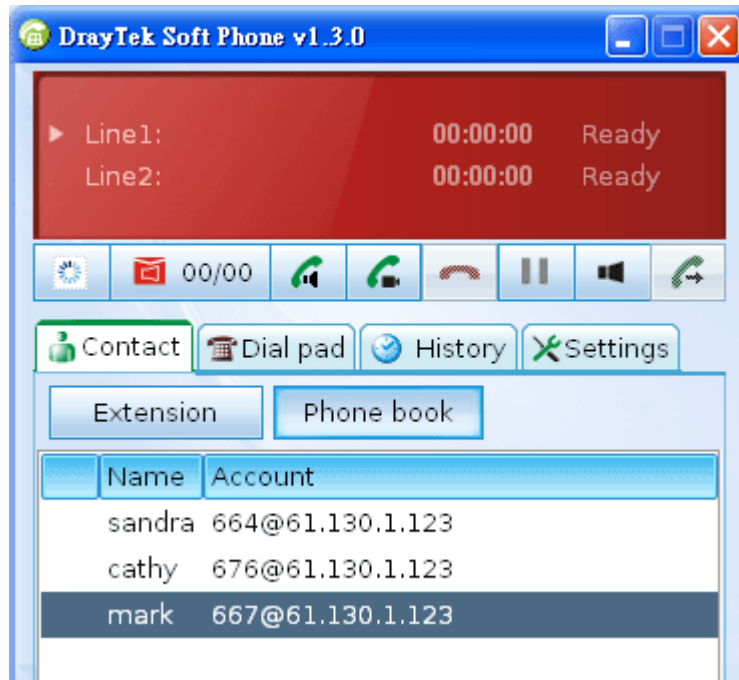
1. Click the **Contact >>Phone Book** tab from the **DrayTek Soft Phone** dialog.
2. Right click the mouse key to display the **Add** button and click on it; or click the **Add** button on the bottom of the dialog.



3. The following dialog will be pop up.

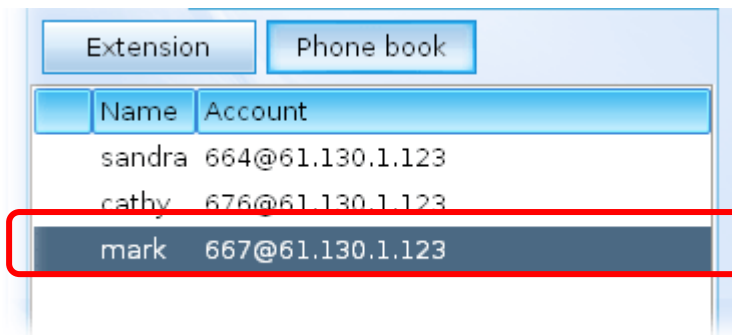


4. Type the name and SIP Address in the corresponding fields. When you finish the settings, please click **OK** to save them and exit the dialog. The new added will be displayed on the **DrayTek Soft Phone** dialog.

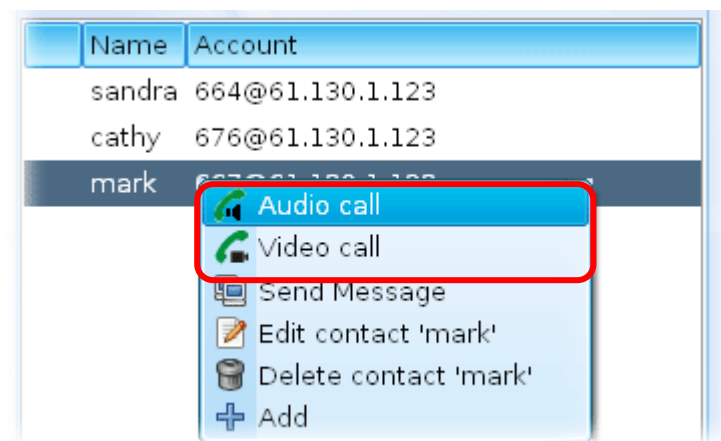


Make a Quick Dial Out

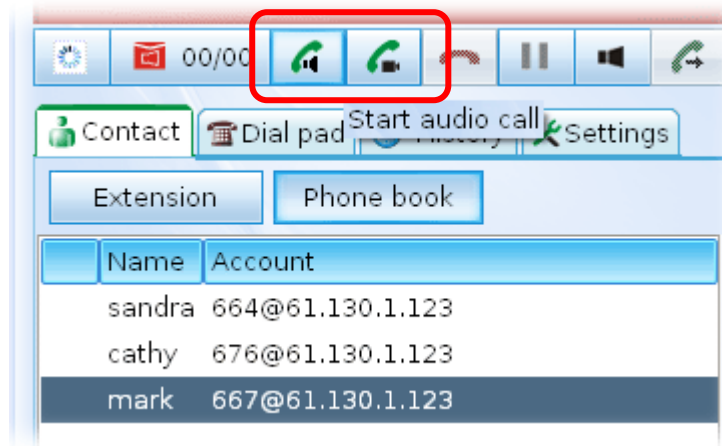
To make a quick call on **Phone Book**, simply double click on the one you want to call.



Or, you can also choose the one (e.g., mark) you want to dial out and right click your mouse button. A popped up selections will appear. Choose **Audio call** or **Video Call**.

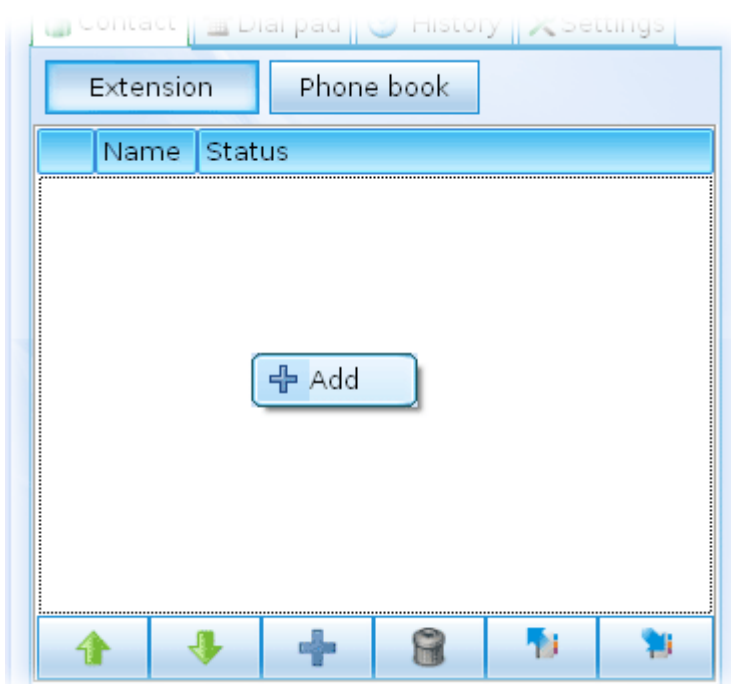


Or, you can also choose the one (e.g., mark) you want to dial out and click the **Audio call** or **Video Call** button on the top.

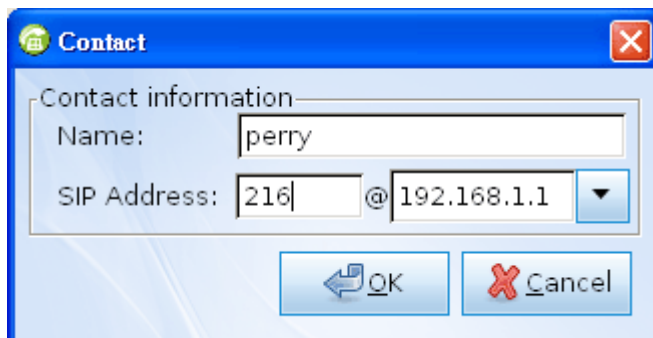


How to create the Extension List

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.

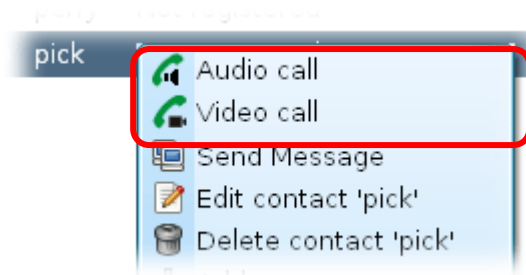


4. Type the name and SIP Address in the corresponding fields. When you finish the settings, please click **OK** to save them and exit the dialog. The new added will be displayed on the **DrayTek Soft Phone** screen.

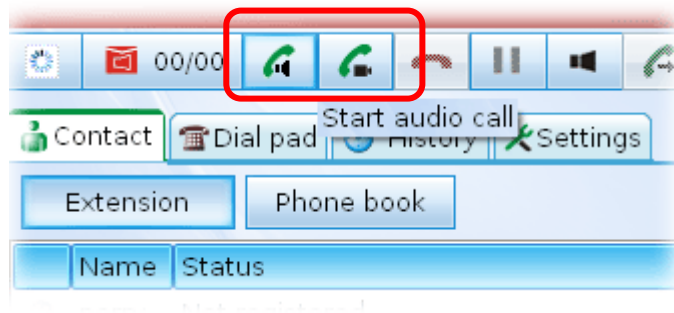
Make a Quick Dial Out

To make a quick call on **Extension**, simply double click on the one you want to call.

Or, you can also choose the one (e.g., mark) you want to dial out and right click your mouse button. A popped up selections will appear. Choose **Audio call** or **Video Call**.

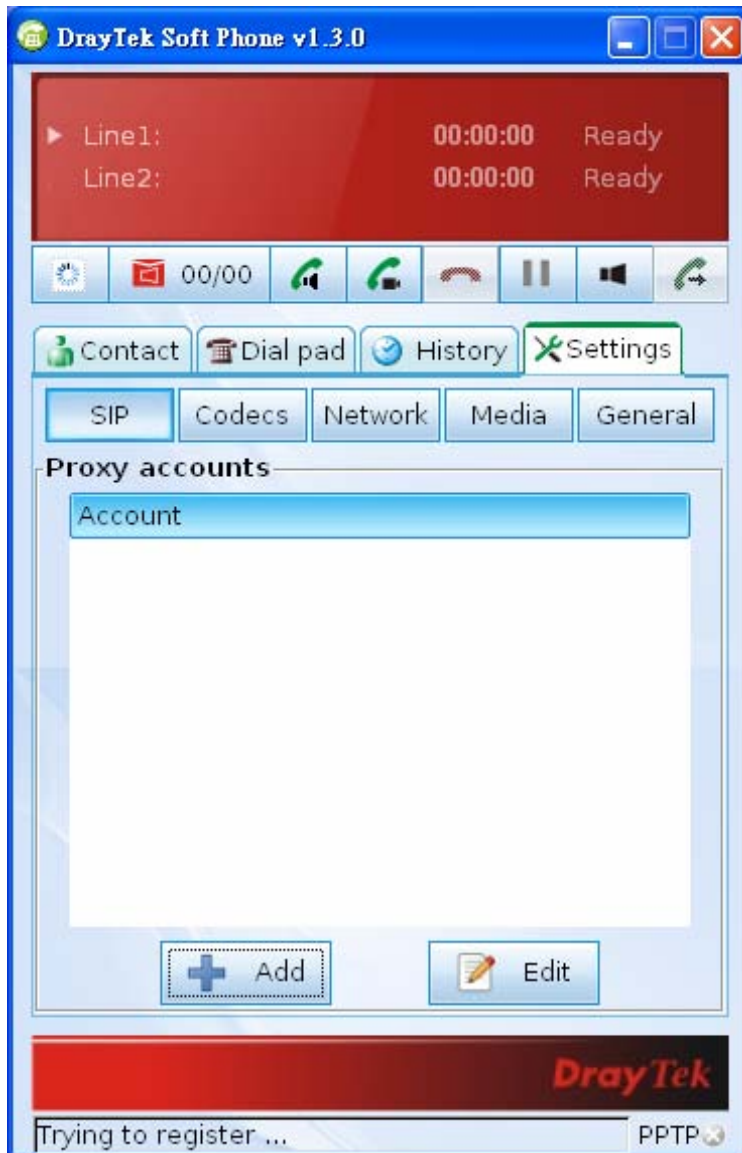


Or, you can also choose the one (e.g., mark) you want to dial out and click the **Audio call** or **Video Call** button on the top.



5. Panel Explanation

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



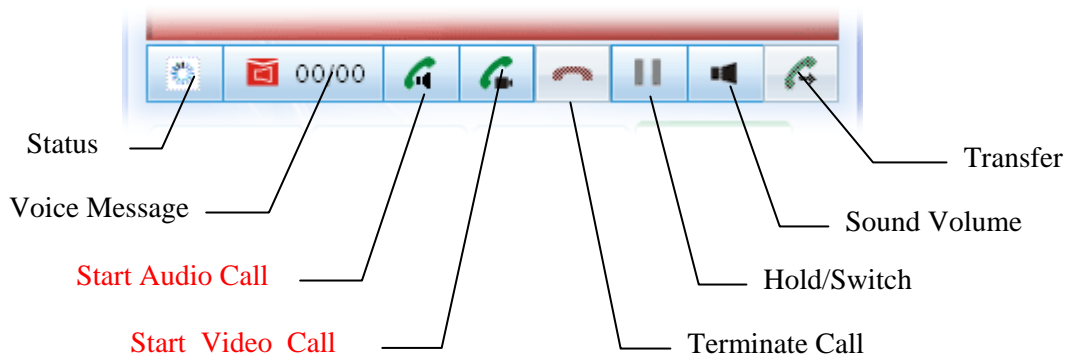
Status Bar

Display current status for each line.

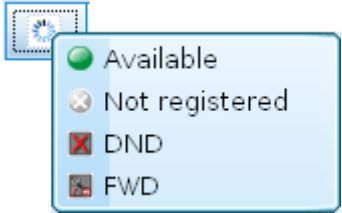



Icons

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

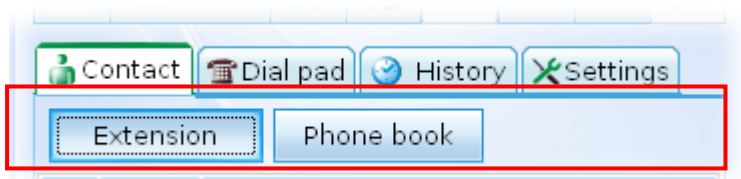


Available parameters are listed below:

Status	Click to check and change current status. 
Voice message	Click to listen the voice message.
Start Audio /Video Call	Click to dial out with audio /video.
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	Click to adjust the volume level of microphone and speaker. 
Transfer	Click it to transfer current call to another one.

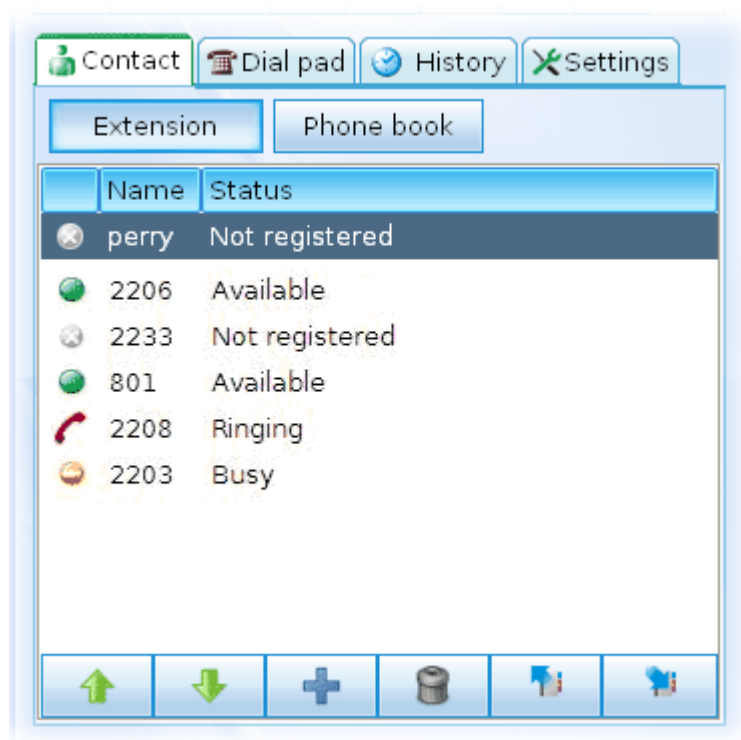
Contact

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



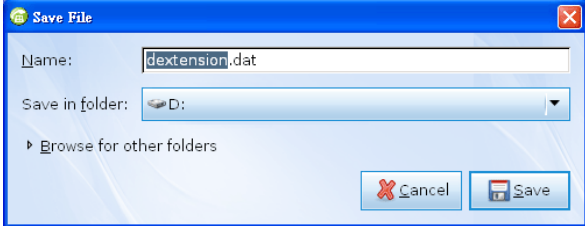
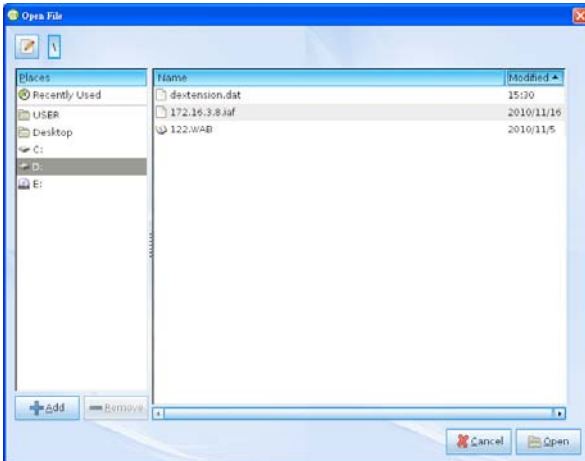
Extension

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.



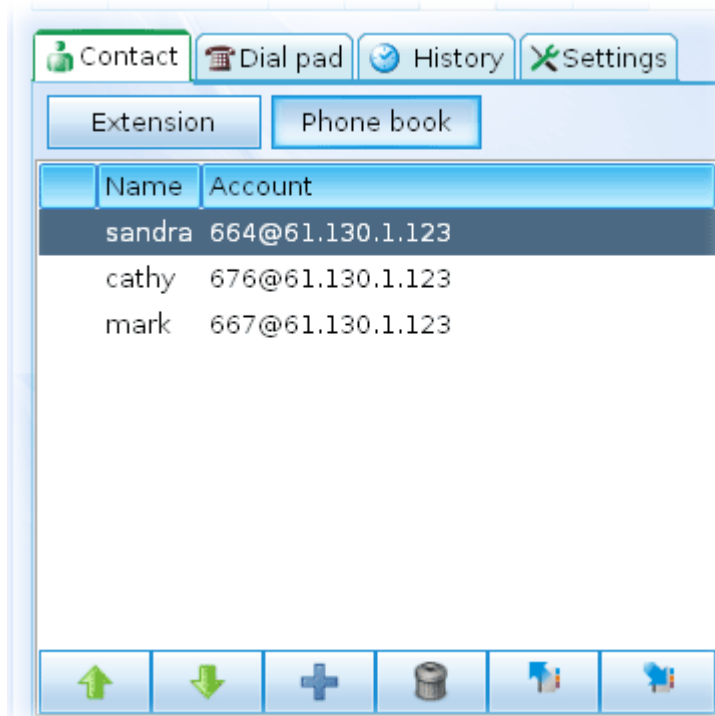
Available parameters are listed below:

Name	Display the extension number of the clients.
Status	Display the connection status for the clients. Not registered – it means that extension is not registered to the IPPBX and cannot be dialed. Available – such account has registered to VigorIPPBX already and can be dialed. Ringing – such account has registered to VigorIPPBX already and is ringing. Busy – such account has registered to VigorIPPBX already and in busy.
Up/Down	Move the selected extension up or down.

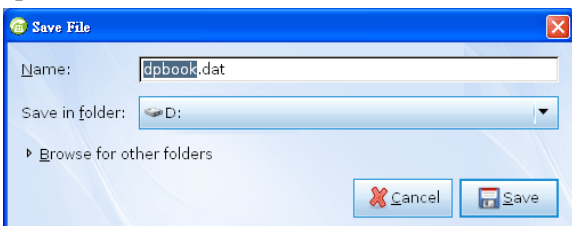
Add	Create a new extension profile.
Remove	Delete the selected extension profile.
Export	<p>Export the selected extension profile to the specified location.</p>  <p>The utility will provide a default filename. You can change it if required. Then, click Save to save the file and exit the dialog.</p>
Import	<p>Import a preconfigured extension profile to be applied by this utility.</p>  <p>Locate the file you want and click Open to import it.</p>

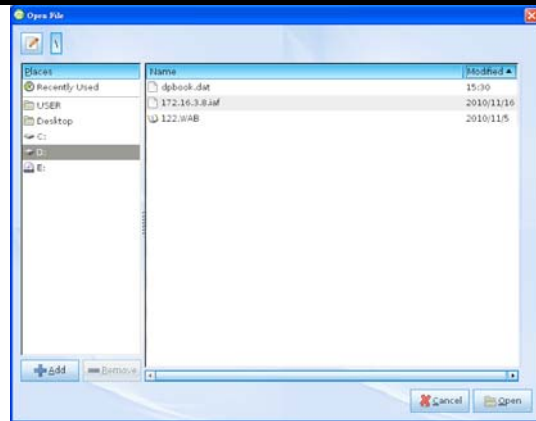
Phone Book

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.



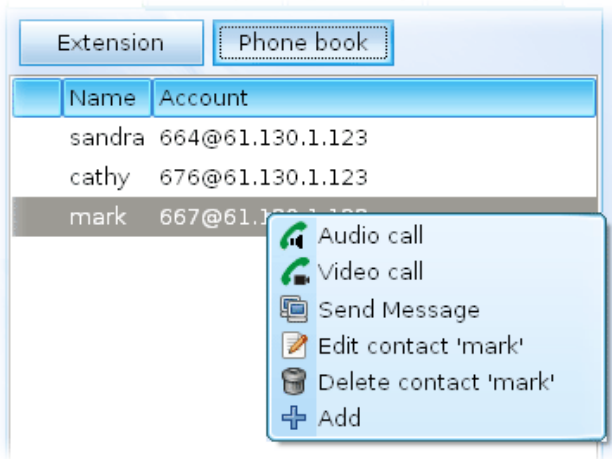
Available parameters are listed below:

Name	Display the name of the one you want to contact.
Account	Display the SIP account for the clients.
Up/Down	Move the selected phone book up or down.
Add	Create a new phone book profile.
Remove	Delete the selected phone book profile.
Export	Export the selected phone book profile to the specified location.  <p>The utility will provide a default filename. You can change it if required. Then, click Save to save the file and exit the dialog.</p>
Import	Import a preconfigured phone book profile to be applied by this utility.



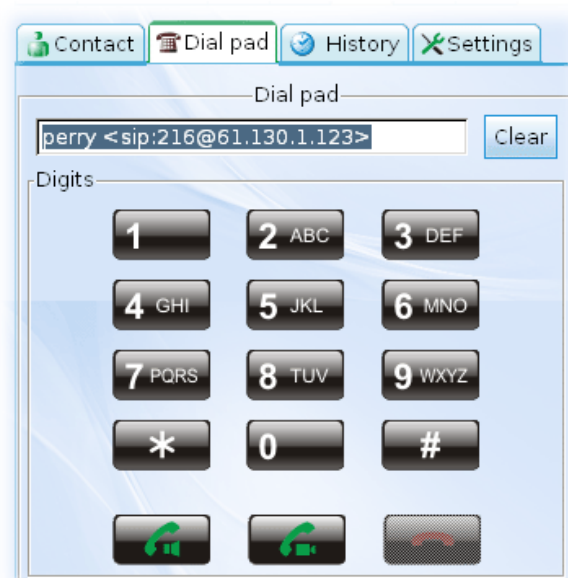
Locate the file you want and click **Open** to import it.

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



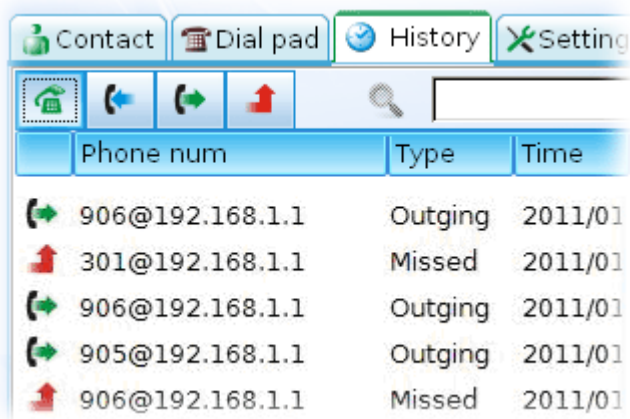
Dial pad






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.







History

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



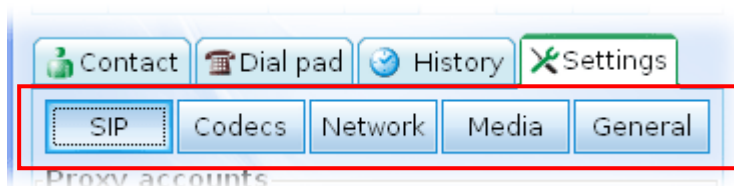
Phone num	Type	Time
 906@192.168.1.1	Outging	2011/01
 301@192.168.1.1	Missed	2011/01
 906@192.168.1.1	Outging	2011/01
 905@192.168.1.1	Outging	2011/01
 906@192.168.1.1	Missed	2011/01

Available parameters are listed below:

	All calls	Click this icon to display all of the phone calls including incoming, outgoing and missed ones.
	Incoming	Click this icon to display the incoming calls.
	Outgoing	Click this icon to display the outgoing calls.
	Missed	Click this icon to display the missed calls.
Search call		Type the phone number in this field for searching the corresponding information of that number.
Phone num		Display the phone number.
Type		Display the type (e.g., outgoing, incoming, etc) of the phone call.
Time		Display the starting time of the phone call.
Duration		Display the duration time of the phone call.

Setting

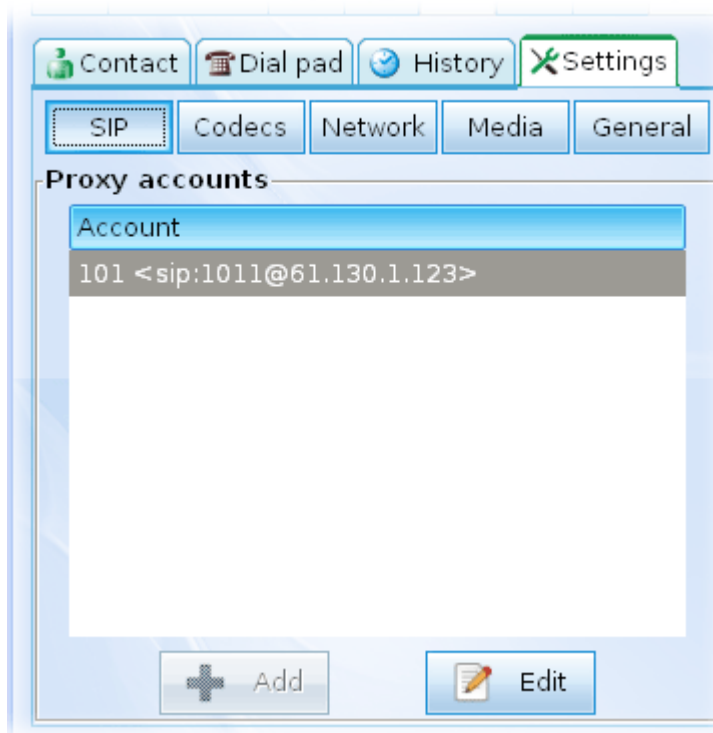
Such tab allows you to configure SIP settings, check Codec information, change the Network connection, specify phone call forwarding, and configure speaker, ring sound and so on.



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.



Available parameters are listed below:

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.

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

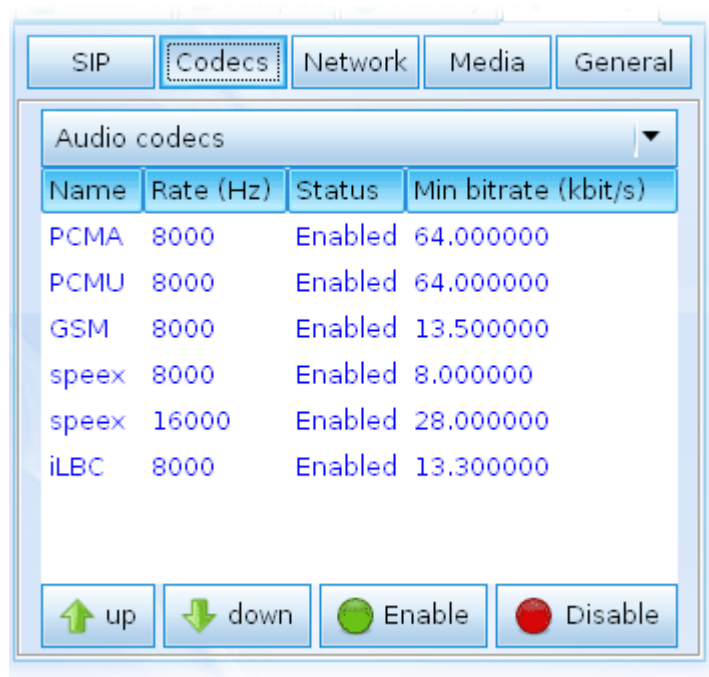
Available parameters are listed below:

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.
Display name (optional)	Type a name for such SIP account to be seen by peer side.
Extension number	Type an extension number for such SIP account.
Authentication ID	Type a name for such SIP account for authentication. It must be set with the same name as set in SIP server or IPPBX router.
Password	Type a password for such SIP account.
Register through PPTP VPN	Make such SIP account being registered through PPTP VPN to VigorIPPBX router to have security communication between local site and remote site. Communication data will be encrypted, additionally.

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 blue; padding: 2px; margin: 5px 0;">CHAP (Require Encryption)</div> <div style="border: 1px solid blue; padding: 2px; margin: 5px 0;">CHAP (Maximum Encryption)</div>
Auto redial after disconnected	Check this box to auto redial the phone call when it is disconnected suddenly.
Redial attempts	When Auto redial after disconnected is enabled, please type the number for the utility to redial the phone. The default setting is 3. That means the utility will try to redial the phone for three times.
Redial interval(s)	When Auto redial after disconnected is enabled, please type the number for the utility to redial the phone. The default setting is 3. That means the utility will try to redial the phone for every three seconds.

Codec

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

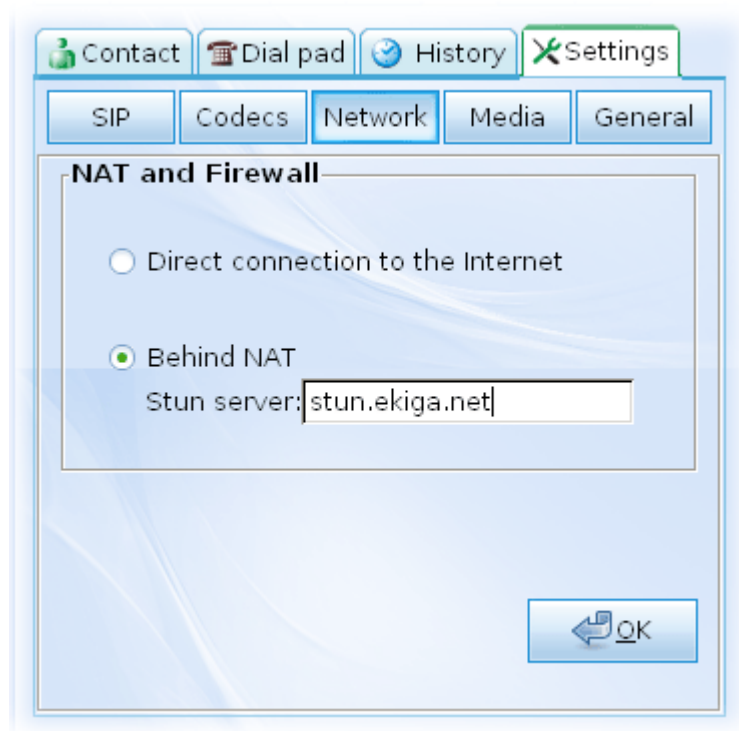


Available parameters are listed below:

Name	Display the name of the codec.
Rate	Display the transmission rate for such compression format.
Status	Display the status (enabled or disabled) of such codec.
Min bitrate	Display the minimal bitrate of the codec.
Up / Down	Adjust the priority of codec.
Enable	Enable the selected codec.
Disable	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).

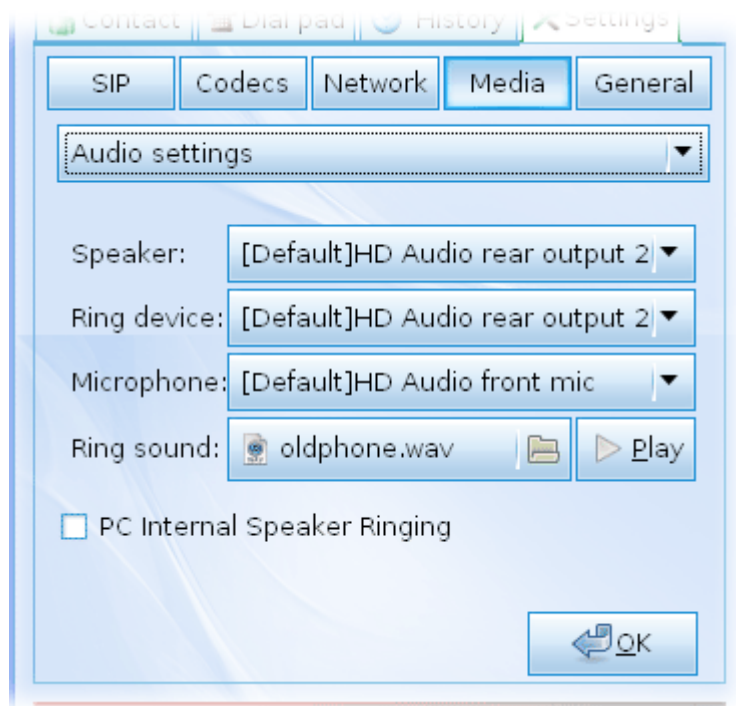


Available parameters are listed below:

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 .

Media

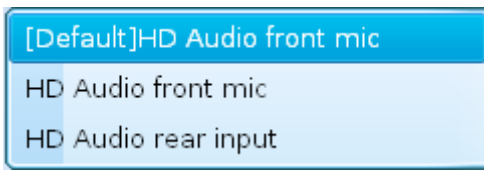
It allows you to set audio settings such as speaker, ring device, microphone and ring sound for the Soft Phone; and set video settings such as input device, bandwidth, resolution, and video window and so on.

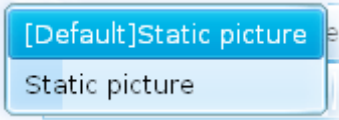
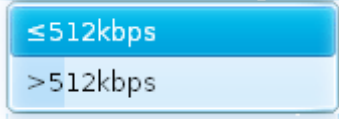
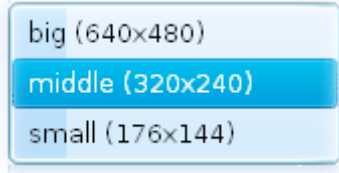
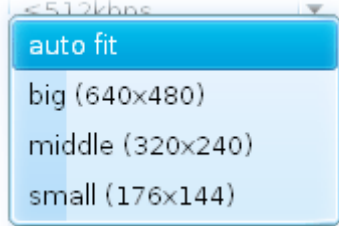


Note that video settings are available only when a web camera being installed to your computer.



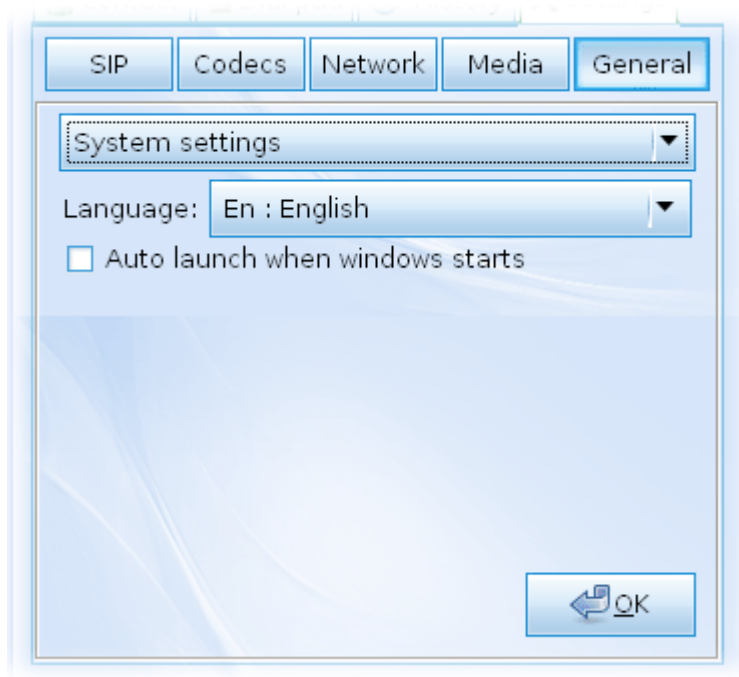
Available parameters are listed below:

Audio settings	
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.
PC Internal Speaker Ringing	Check this box to enable the PC internal speaker

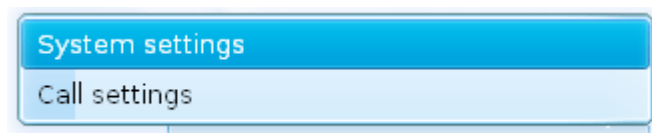
	ringing function. When there is an incoming call, the internal speaker will ring to inform you to pick it up.
Video settings	
Video input device	<p>If web camera has been installed, there will be some items for you to choose from the drop down list.</p> 
Video bandwidth	<p>Choose the bandwidth for video phone call.</p> 
Video resolution	<p>Choose the resolution for image displayed by the installed web camera.</p> 
Local video window	<p>Choose the size for the image displayed by the installed web camera.</p> 
PC Internal Speaker Ringing	Check this box to enable the internal speaker ringing for the incoming phone calls.

General

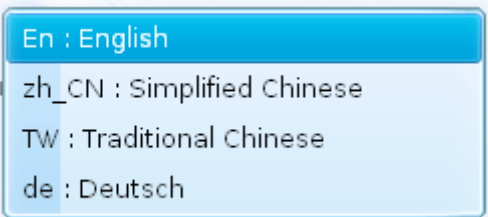
This function allows you to choose which language you want to display Soft Phone panel, allows you to accept all the incoming calls and forward the incoming phone call to the specified account / extension under different conditions.

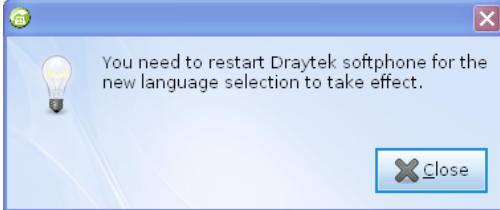
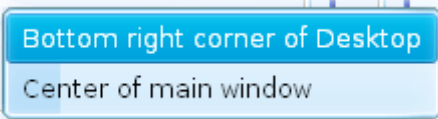
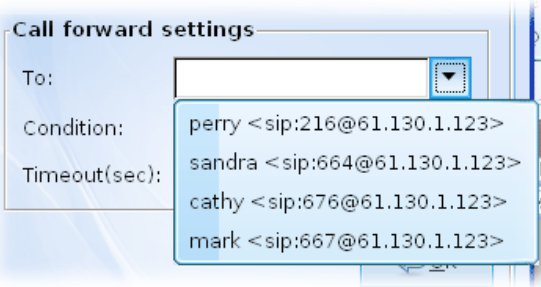
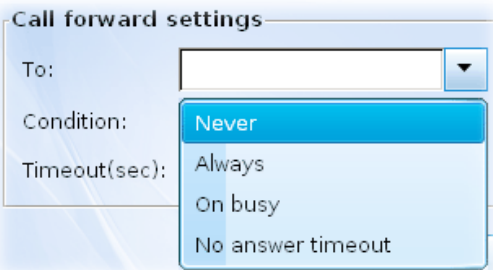


Use the drop down list to choose the type (System settings or Call settings) that you want to configure detailed settings.



Available parameters are listed below:

System settings	
Language	<p>At present, there are three language interface, English, Simplified Chinese, Traditional Chinese and Deutsch for you to choose.</p>  <p>If you change the language interface, please restart Soft Phone to activate new interface.</p>

	
Auto launch when windows starts	Check this box to force the program launching whenever the Windows is initiated.
Call settings	
Auto accept incoming calls	Check this box to accept all of the incoming calls.
Incoming call window style	<p>A pop up window will display on your screen to inform you that there is an incoming call. Please determine the location of the window on your screen.</p> 
To	<p>Use the drop down list to specify the account who you want to forward the phone call.</p> 
Condition	<p>This function can forward the incoming phone call to the specified account / extension under different conditions.</p>  <p>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. No answer timeout- Forward the incoming call</p>

	to the account/extension selected above after passing the time specified here without any answer.
Timeout(sec)	Type the number here if you choose No answer timeout for the Condition setting above.