

EnterpriseVoice Softphone

Frequently Asked Questions

8. Frequently Asked Questions on EnterpriseVoice

General

What is EnterpriseVoice (EV)?

EV is an VoIP service that give business users innovative telephone applications. It is a hosted IP Centrex solution offering the rich features and functionalities of a premises-based system without the large investment. The service can be used via an integrated access device (IAD) or a Softphone in any location that has broadband connectivity both within and outside of Singapore.

What sort of calls can I make with EnterpriseVoice?

You can make local calls to any fixed or mobile telephone line from StarHub and other operator such as SingTel and Mobile One. You can also make IDD calls over StarHub's IDD 008 and IDD 018 service.

Customers who wish to use SingTel's IDD service (001, 013 and 019) and Mobile One's IDD service (002 and 021) and other IDD service providers (for e.g. 15xx) must first register with them. Generally speaking, most of the services that are available over your existing SingTel fixed line are also available over EnterpriseVoice.

What is a User Portal and an OA Portal?

User Portal

A user-friendly browser enabling end users to manage call profiles ie. call logs, personalized call treatments (such as find-me/follow-me), and customization of phone features from any Web connection.

Office Administrator Portal

A separate browser interface that allows office administrators to quickly and easily add new users, move extensions, and change classes of service thus providing maximum flexibility without incurring additional costs or delays.

Can I access my web portal when I am traveling overseas?

Yes, you can access your personal user portal when you're traveling overseas provided you have access to the Internet.

What do I need to access my web portal from overseas?

Aside from the Internet access, you will need to key in your login id and your password. If you have forgotten your password, you will need to call our service hotline to reset your password.

How will I be charged if I am calling from overseas?

All calls made from overseas back to Singapore are charged based on the prevailing local usage charges while incoming calls are free regardless of the caller's location. Roaming charges don't apply when overseas. However, if you make outgoing long distance calls using 018 and 008, you will be charged based on the prevailing rates of these international access numbers.

Technical - Softphone

What is EV Softphone?

EV Softphone service is a telephony service that makes use of a software telephone (i.e. Softphone) instead of any hardware equipment. This service can be used in any location that has broadband connectivity both within and outside Singapore.

What are the pre-requisites to use EV Softphone?

To use EV Softphone, you would need:

A Softphone Account

To use the Softphone, you need to have a login ID (the 8 digit telephone number assigned to you) and the corresponding password

A broadband connection

In order to use EV Softphone, you would need a broadband Internet connection (LAN/ADSL/cable) or wireless network.

A computer with the minimum specifications below:

- o Intel Pentium III 1.3Ghz or equivalent
- o 512MB RAM
- o Operating System: Windows Vista, Windows XP, Windows 2000
- o IP Connection: IP network connection (broadband, LAN, wireless)
- o Sound Adaptor: Full duplex, 16-bit
- o Others: speaker + microphone, or headset

Is there a minimal broadband speed for EV Softphone to work properly?

It is advisable to have a minimum speed of 128 Kbps x N, where N is the number of computer with EV Softphone lines used simultaneously over a single broadband connection. This requirement applies for both upstream/downstream speeds. For example, if you have EV Softphone lines connected to a single broadband access, you would minimally need 256 Kbps for both upstream and downstream.

Note: The above recommendation on minimum broadband speed does not take into account, simultaneous applications running on the computer or heavy Internet data activity such as downloading/uploading of huge files, as these types of activities affects voice quality.

Is there any Quality of Service (QoS) implemented?

There is no assured QoS on services based on VoIP. Voice delivery over the public Internet is typically based on best effort.

Is EV Softphone compatible with dial-up modem usage?

EV Softphone is meant to be used on broadband connections, therefore dial-up narrowband is not compatible.

Will EV Softphone work when I use it overseas? Are there any restrictions?

Yes, you can use EV Softphone overseas by connecting it to a broadband Internet connection. Your EV Softphone will operate as if you are still in Singapore. When you use the service to make a call to a Singapore-registered number, your call is charged like a local call, and not an IDD call.

However, we cannot guarantee that EV Softphone will always work over networks that are not within the control of StarHub. We recommend that you check with the broadband service provider in the country you will be in to see if there are any regulations or restrictions on using VoIP service. Also, if you are accessing from a broadband network with a firewall, you may not be able to use EV Softphone .

Note: For example, when you are in the US and you wish to use EV Softphone to call a US number, you have to make an IDD call using StarHub's IDD 018 and 008 or those of other IDD service providers provided you have already registered an account with them.

Can I use a EV Softphone on multiple computers?

Each EV Softphone comes with a phone number and at any one time, only one computer can be used to activate the EV Softphone. Which means, the service can only be used on a computer.

What should I do if I change my computer or my computer hard drive had malfunctioned?

Please call our Service Helpdesk at 1800-8233333 and they will "unbind" the softphone from the computer which was used to activate the service. After which you will be able to reinstall and activate the service in a new PC.

Which computer components, when changed or swapped, will require EV Softphone to be re-installed?

For security purposes, the computer that you used to first login to your EV Softphone service will be registered with your EV Softphone account. This is done based on your unique Computer ID. This means no other person, using another computer can login to your EV Softphone account with the Softphone to make calls.

The Computer ID is generated by the EV Softphone based on your computer's hardware details, serial numbers and OS license keys. The Computer ID should remain stable as long as the main hardware components do not change (hard disk, bios, motherboard, CPU) and the OS is not reinstalled. However, if the Computer ID changes, you will have to re-install the EV Softphone.

What if I lose my computer (with the Softphone installed)?

Please report the loss immediately to our Service Support Helpdesk at 1800 8233333 or +65 68233333 if you are overseas. This is important because you are liable for all call charges incurred until you report the loss to us.

What do I do if I encounter a technical problem with EV Softphone?

Please call our Service Support Helpdesk at 1800 8233333 or +65 68233333 if you are overseas.

What is the Softphone Portal? What does it do?

The Softphone Portal is a self-help portal for all EnterpriseVoice Softphone users. With the portal, users can view and update their personal particulars, and change the login passwords to their Softphones.

Voicemail

How can I access my mailbox?

Please dial 9-1303 followed by your password if you are calling from your EnterpriseVoice line, or enter your mailbox number (your EnterpriseVoice phone number), followed by your password if you are calling from other mobile or fixed line phones.

How many messages can be stored at any one time?

A maximum of 5 messages can be stored at any one time. Duration of each message can be up to one minute.

Can I personalise my Voicemail greeting?

Yes, you may.

What do I do if I forget my password?

Call our Service Support Helpdesk at 1800 8233333 or +65 68233333 if you are overseas, and we will reset it to the default password (8888) for you.

What happens if my mailbox is full and someone tries to leave a message?

The system will play a message that will inform the caller that your mailbox is full and he/she is unable to leave any message at that time. You are encouraged to delete your old messages constantly.

Can more than one person send the message at the same time?

Yes. More than one message can be left in your mailbox at the same time as long as it is within the allocated number of 5 messages.

If I accidentally delete a message during playback, can I retrieve it?

Yes, simply press *4 to recover the deleted messages before the call is hung up.

Can I check my messages from any phone?

Yes, as long as the phone has touch-tone dialling facility. Dial 9-1303 and enter your mailbox number (your EnterpriseVoice phone number), followed by your password.

When I re-direct a message, does a copy remain in my mailbox?

Yes, a copy of the message will remain in your mailbox till you delete it or the retention time has expired.

Will I be notified whenever there is a new message in my mailbox?

No, Message Waiting Indicator function is not available at the present moment.

A message I had previously stored in the mailbox is now gone. What happened?

Messages are purged automatically after four days (for new messages) or two days (for saved messages).

What is my Voicemail local access number?

You can access your Voicemail by calling the short code 9-1303 or any of the local access numbers 68201303 or 98501303.

Can I have multiple Voicemail inboxes with EnterpriseVoice?

Currently each EnterpriseVoice account is given one voice mailbox per telephone line.

What is the maximum length of my Voicemail greeting?

Your Voicemail greeting may be up to 1 minute (60 seconds) long.

Can I stop my calls from going to Voicemail?

No, you cannot stop calls from going to Voicemail if your forwarded phone number is not answered.

What are the features available with Voicemail?

Number of messages:	5
Duration per message:	1 minute
Message retention for new messages:	4 days
Message retention for saved messages:	2 days
Notification when mailbox is full:	Yes
Automatic callback:	No
Personalised greetings:	Yes. (1 greeting message)
Message re-directing	Yes - Voice Messages

Note: There is no Message Waiting Indicator.