

Digital Voice Softphone User Guide

Version 2.0

Digital Voice Softphone User Guide Version 2.0

Digital Voice Softphone User Guide

Version 2.0

TABLE OF CONTENTS

1. Set-up	3
1.1. Using the Digital Voice Softphone	3
1.2. Digital Voice Softphone Set-up	3
1.3. System Requirements	4
1.4. Installing the Digital Voice Softphone	4
1.5. Successful Installation	8
1.6. Uninstalling Digital Voice Softphone	8
2. Login	9
2.1. First time login	9
2.2. Login after reset password	9
3. Calling	10
3.1. Things To Consider Before Making A Call	10
3.2. Making a call	10
3.3. Ending A Call	12
3.4. Answering A Call	12
3.5. Video Calls	13
4. Contact	15
4.1. Creating Contact List	15
4.2. Placing a call using the contact list	16
4.3. Export CSV from your Outlook 2003 or Outlook 2007	18
4.4. Import your contact CSV file to PC client	20
5. Help and Reset Email	22
6. Troubleshooting	23
7. Frequently Asked Questions	27

Disclaimer

Please note that all information provided in this User Guide is correct as at date of production. For more information, please check the latest online updates and terms and conditions at our website at www.starhub.com/voice

Digital Voice Softphone User Guide

Version 2.0

1. Set-up

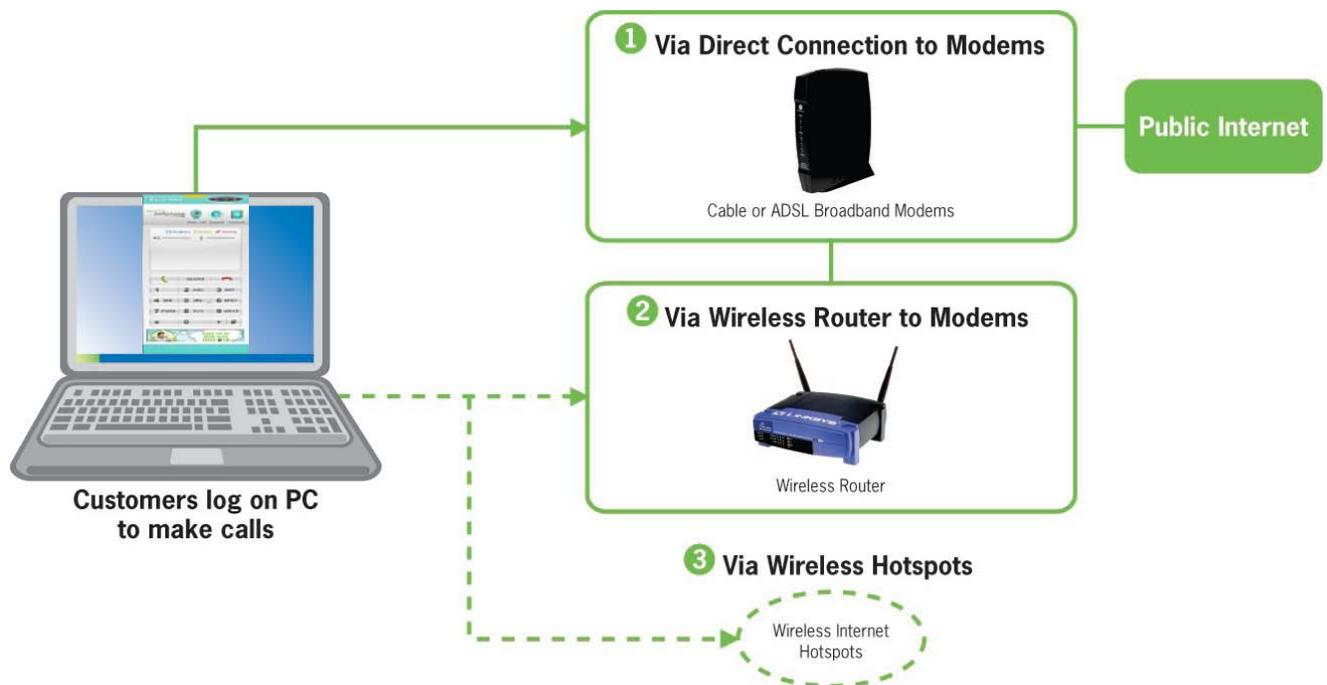
Installation

1.1. Using the Digital Voice softphone

The following diagram below shows some of the common set-ups of a computer (PC) with broadband internet connection, installed with Digital Voice, used to make or receive calls:

1. PC directly connected to broadband modems to access the internet
2. PC connected via the wired/wireless routers, to the modems to access the internet
3. PC connected via wireless hotspots, to access the internet

1.2. Digital Voice Softphone Set-up



Below are the ports which must be opened for Digital Voice softphone to function properly.

- SIP ports 5060 through 5061 using UDP protocol
- HTTP port 80 using UDP/TCP protocol
- HTTP port 443 using UDP/TCP protocol
- DNS port 53 using UDP protocol
- RTP ports 16384 through 18383 using UDP protocol

Digital Voice Softphone User Guide

Version 2.0

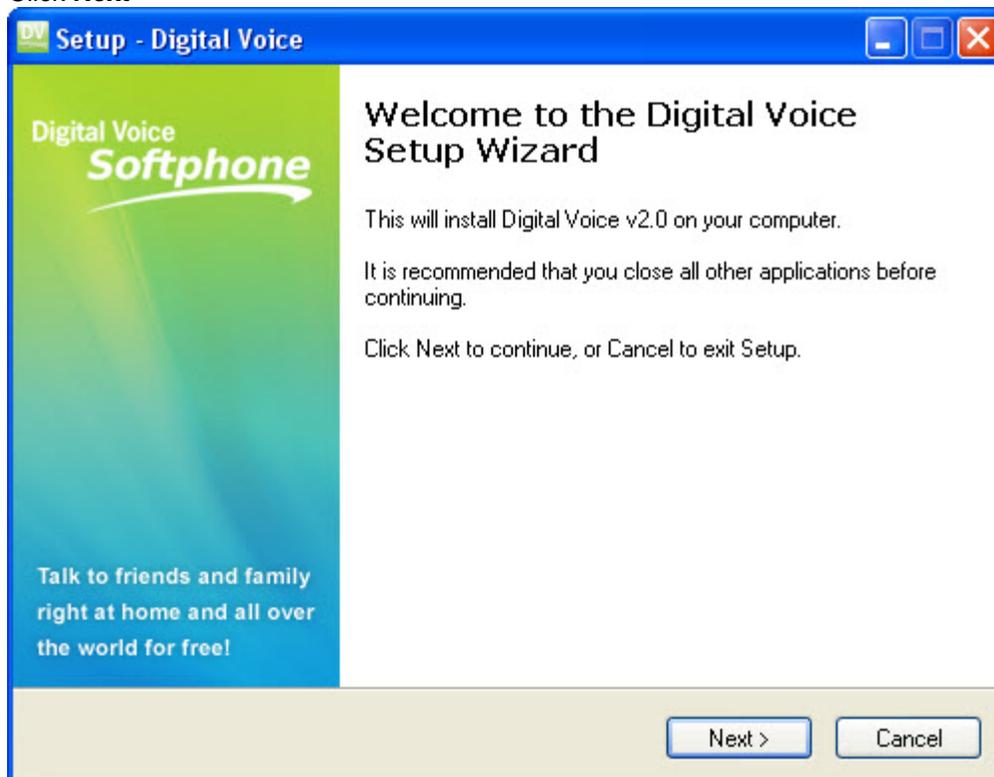
1.3. System Requirements

System Requirements:

1. OS: Windows XP (with Service Pack 2 or higher) and Win 7 are supported.
2. Recommended hardware configuration:
 - CPU: Intel Core 2 Duo T7250 Processor and 2.0GHz Processor Speed
 - RAM: 512M bytes (DDR 2)
 - Minimum free Harddisk space: More than 30M bytes.

1.4. Installing the Digital Voice Softphone

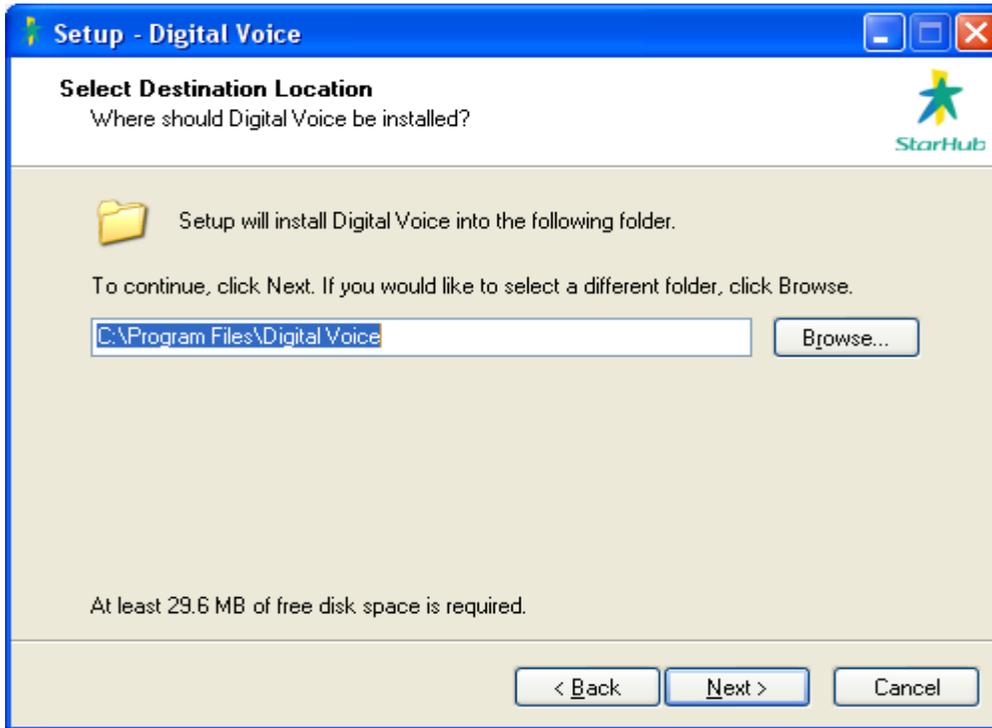
Click **Next**



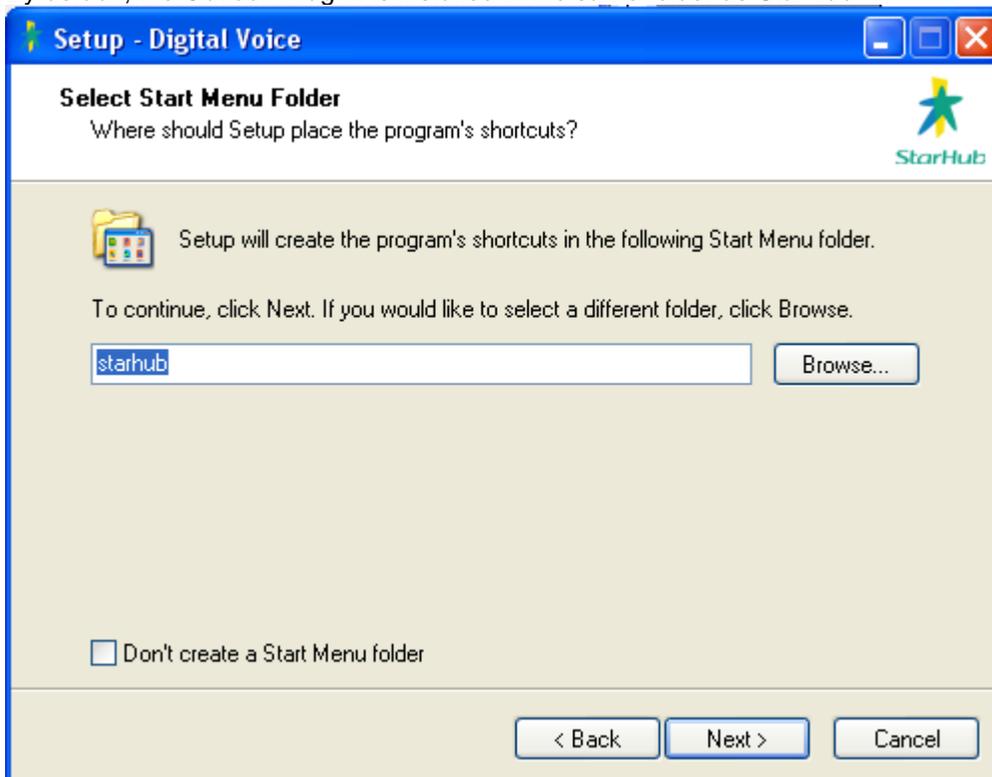
Digital Voice Softphone User Guide

Version 2.0

Click **Next**



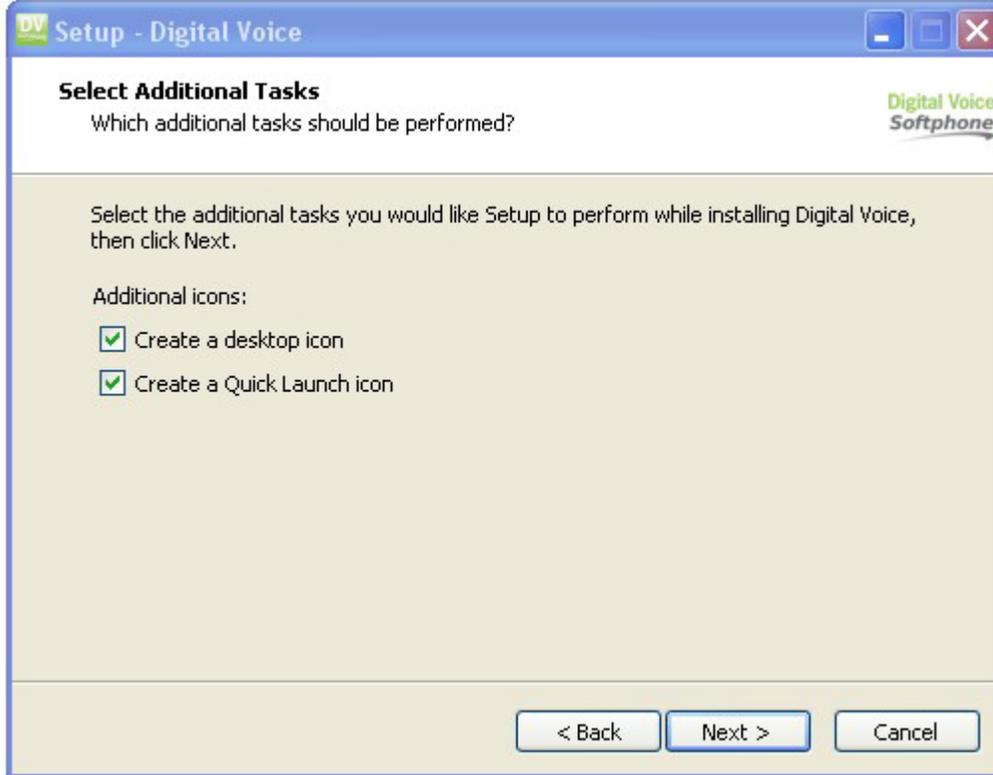
By default, the Outlook Plug-in is installed in the same folder as StarHub



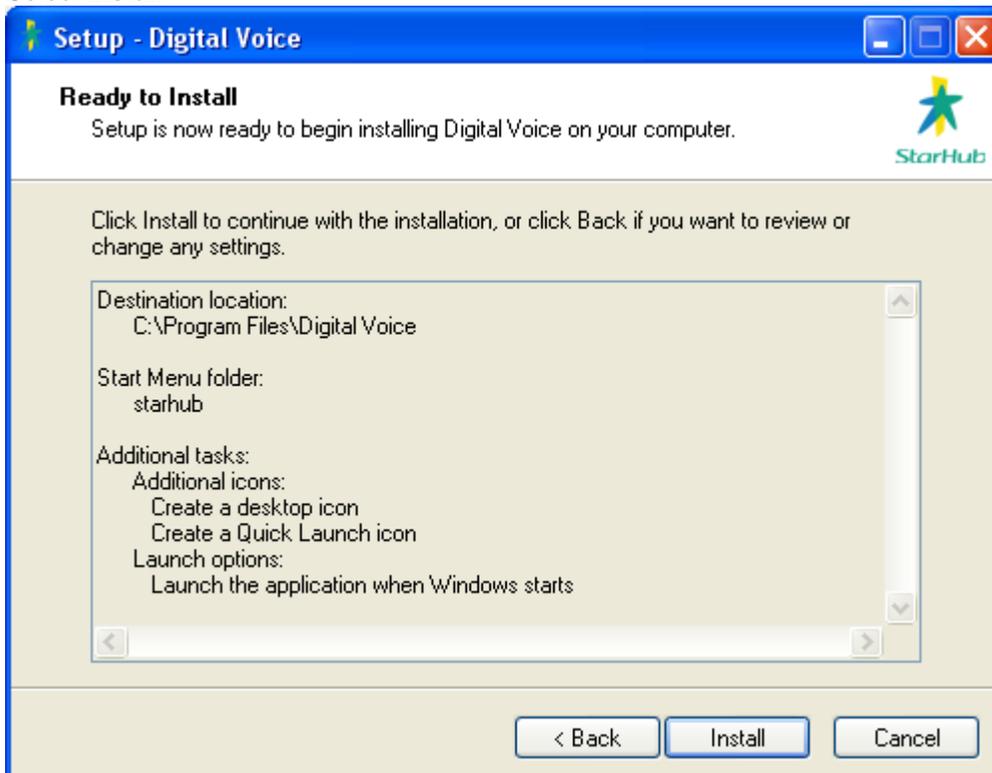
Digital Voice Softphone User Guide

Version 2.0

Click **Next**

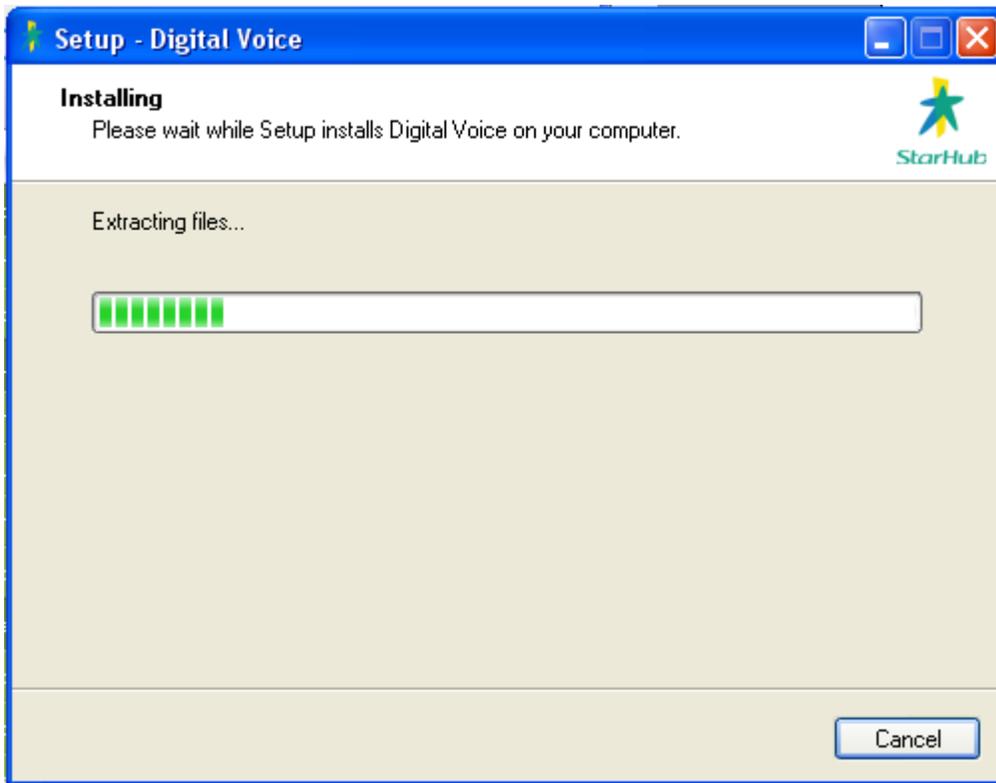


Select **Install**

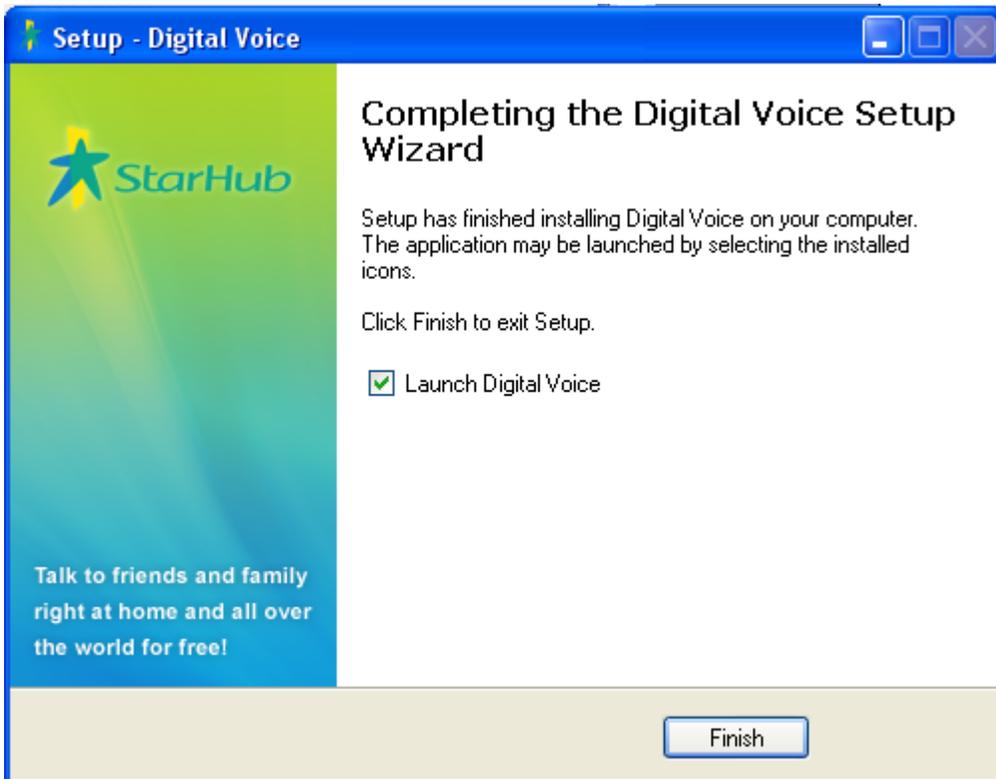


Digital Voice Softphone User Guide

Version 2.0



Click **Finish**



Digital Voice Softphone User Guide

Version 2.0

1.5. Successful Installation

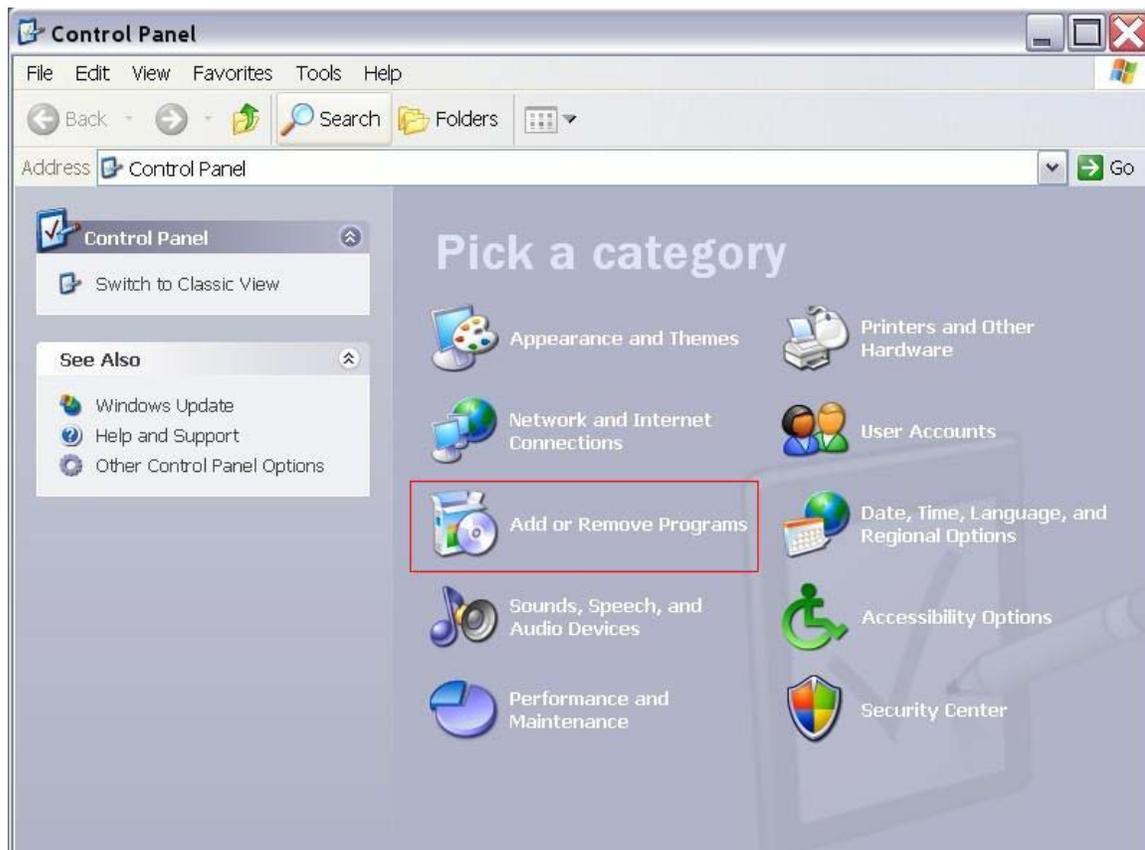
Upon successful installation and activation, you can now:

- Login to the Softphone using your Login ID and new password;
- Use the Softphone to make or receive calls;

1.6. Uninstalling Digital Voice softphone

For Windows

1. Launch the Windows Control Panel
2. Select Add or Remove Programs
3. Select the appropriate version of Digital Voice softphone and click Change/Remove (or Add/Remove)



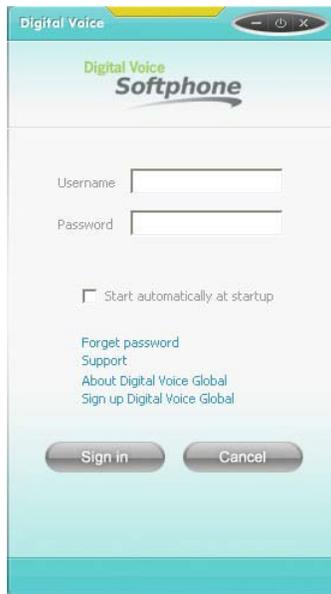
Digital Voice Softphone User Guide

Version 2.0

2. Login

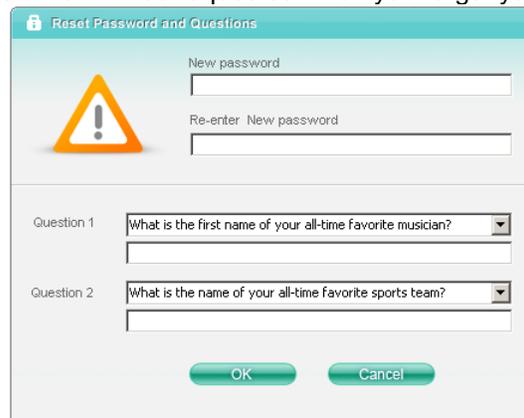
2.1. First time login

Check your email provided to StarHub for email containing your username and password. Input your username and password on the PC client and sign in.



The screenshot shows the 'Digital Voice Softphone' login window. It features a title bar with the application name and standard window controls. The main area has a light blue background with the 'Digital Voice Softphone' logo at the top. Below the logo are two input fields for 'Username' and 'Password'. A checkbox labeled 'Start automatically at startup' is positioned below the password field. At the bottom, there are two buttons: 'Sign in' and 'Cancel'. Links for 'Forgot password', 'Support', 'About Digital Voice Global', and 'Sign up Digital Voice Global' are located between the password field and the buttons.

You will be prompted a reset your password and answer some questions for added security. Please remember the answers which will be requested when you forget your password.



The screenshot shows a dialog box titled 'Reset Password and Questions'. It contains a warning icon (a yellow triangle with an exclamation mark) on the left. The dialog has two input fields for 'New password' and 'Re-enter New password'. Below these are two security questions: 'Question 1: What is the first name of your all-time favorite musician?' and 'Question 2: What is the name of your all-time favorite sports team?'. Each question has a dropdown menu and a text input field. At the bottom, there are 'OK' and 'Cancel' buttons.

Submit your answer and login to the PC client.

2.2. Login after reset password

Once your password is reset by admin, you should go to the login at first time flow. If you input an incorrect password for three times, you can get the new password by answering the questions which were shown the first time you login.

Digital Voice Softphone User Guide

Version 2.0

3. Calling

3.1. Things To Consider Before Making A Call

Making calls on the Softphone is simple. However, there are some differences between a Softphone and a traditional telephone which you should be aware of:

1. Softphone is a computer application that must be running to make or receive calls.
2. The Softphone must login to the network before making or receiving calls. This procedure may take a few seconds as the Softphone contacts your service provider network.
3. Since calls are transmitted over the Internet, the service quality may drop due to network congestion. Although the Digital Voice Softphone includes advanced signal processing features to mask the effect of such congestion, decreased voice quality may still be noticeable during busy network conditions.
4. Most broadband connections provide adequate bandwidth for high-quality voice transmission. If you experience poor audio or video quality during your calls, you can refer to the Troubleshooting section.

3.2. Making a call

Type in the number you want to call, then click the Dialer button. There are several ways to enter a phone number. You can click the digits of the Softphone's on-screen numeric keypad, or enter the numbers/letters directly from your computer's alphanumeric keyboard. After entering a number, click the green **Dial** button within the on-screen dial pad or press **Enter** on the computer keyboard. Like a traditional telephone, you will hear a ringing tone as the Softphone tries to access the remote party.

HD quality



Digital Voice Softphone User Guide

Version 2.0

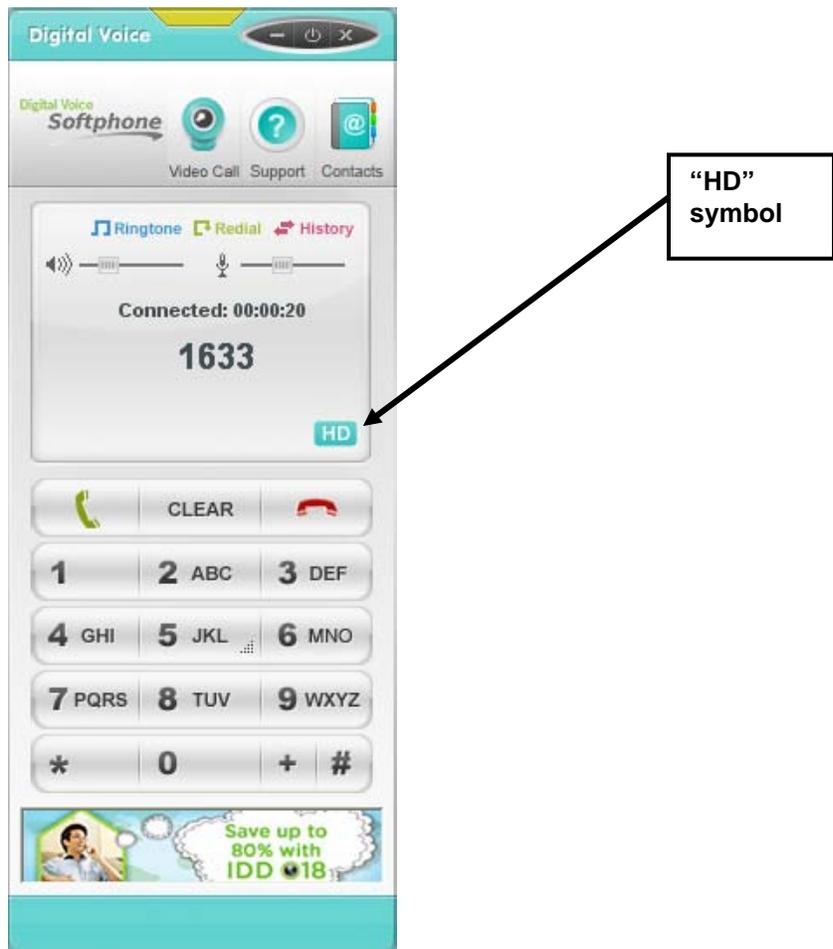
Digital Voice Softphone now supports High Definition (HD) quality for audio calls.

To experience HD quality voice calls, both the calling and called parties must be using Digital Voice device that supports HD quality. Note that Digital Voice Global IAD (Linksys SPA2102-SP) does not support HD voice quality.

Making a HD quality call to another DV Softphone

To make a HD quality call using Digital Voice Softphone, you just need to call another Digital Voice number with Digital Voice Softphone, which must be logged-in to receive in-coming calls.

Once Digital Voice Softphone detects that both parties are using same HD-supported Digital Voice Softphone, it will automatically activate HD quality. When HD is activated, you will be able to see the “HD” symbol appearing in the dialler screen, as per diagram below.



Please note that the quality of HD also depends on the quality of your PC devices such as speaker/microphone or headsets, so it is recommended that you are using reasonably good quality devices. It also depends on the condition of the broadband network as congestion during some peak hours can also affect the voice quality. Concurrent high-intensive applications running on your PC can also affect the voice quality.

Digital Voice Softphone User Guide

Version 2.0

3.3. Ending A Call

As with traditional phones, Softphone calls are brought to a close when either side of the party hangs up. You can also end an active call by clicking the Hang up button within the on-screen dial pad.

3.4. Answering A Call

The Softphone must be running to answer incoming calls. When you receive a new call, a ringtone will sound over the computer's configured speaker device. If the Softphone is hidden behind another window or minimised, the application window will become active as the incoming call arrives. When a call arrives, click the **Dial** button (or press **Enter** on the computer keyboard) to answer.

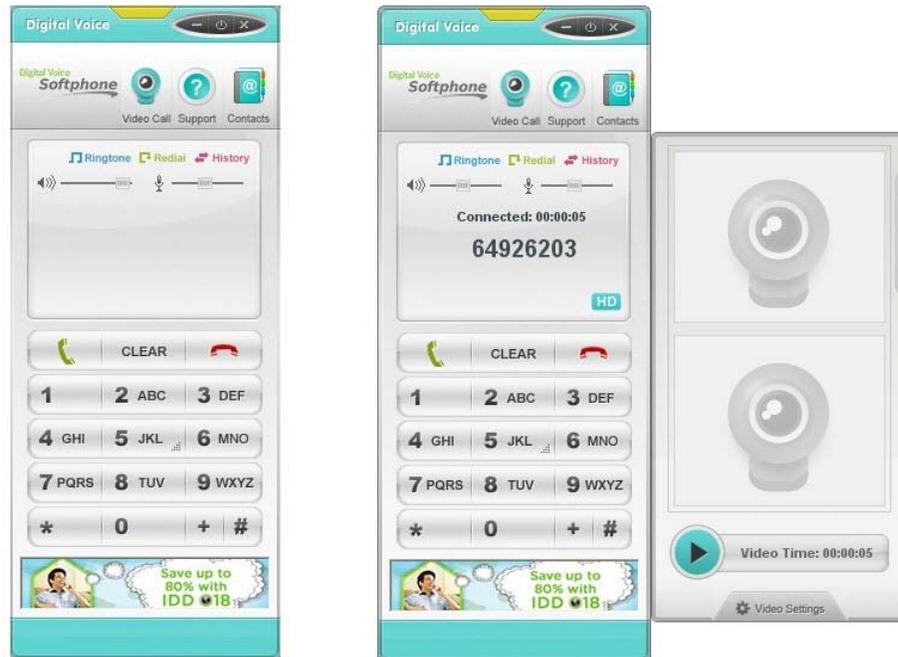


Digital Voice Softphone User Guide

Version 2.0

3.5. Video Calls

Making a Video Call



To make a video call, you must first establish a voice call. Simply dial another Digital Voice Softphone number and wait until connection is established.

Next, a video tab would be auto displayed. You can see 2 video screens on the video tab. Then click the “play” button.

The top screen shows remote video streams sent from the remote party.

The bottom screen shows the local video which is streamed from your local PC camera.

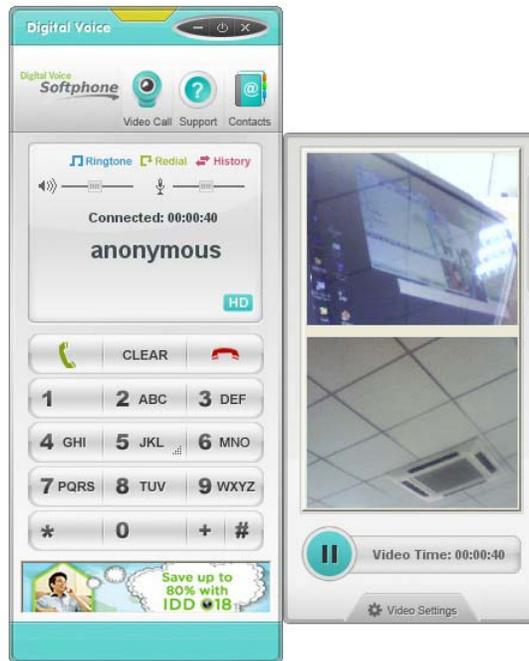
Once your video call is successful, you should see both screens displaying the remote and local video images clearly.

Digital Voice Softphone User Guide

Version 2.0

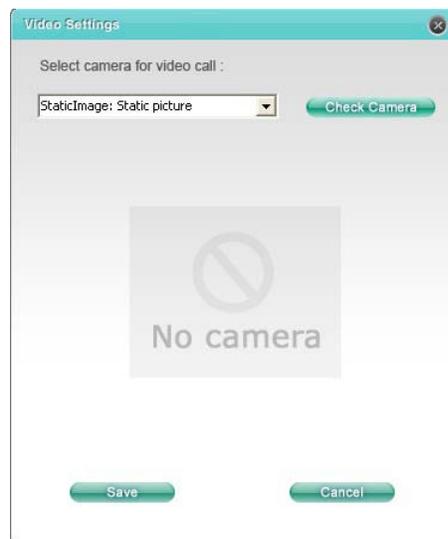
Ending a Video Call

To end the video call while continuing with the current voice call, click the “stop” button found on the video tab as shown in diagram below. To end the voice call, you need to click the “hang-up” button as described in previous section.



If you end a voice call, the video call will automatically end as well, even if you did not press stop button.

Video Settings



The video settings option is to allow you check if Digital Voice Softphone is connected to the camera. By clicking “Check Camera”, you should see the local camera display if Digital Voice Softphone can detect the camera. If there are multiple cameras connected to your PC, you need to select the camera which you want to use with Digital Voice Softphone. Only 1 camera can be used at any time. Click “**Save**” after you have configured which camera you want to use for the video call.

Digital Voice Softphone User Guide

Version 2.0

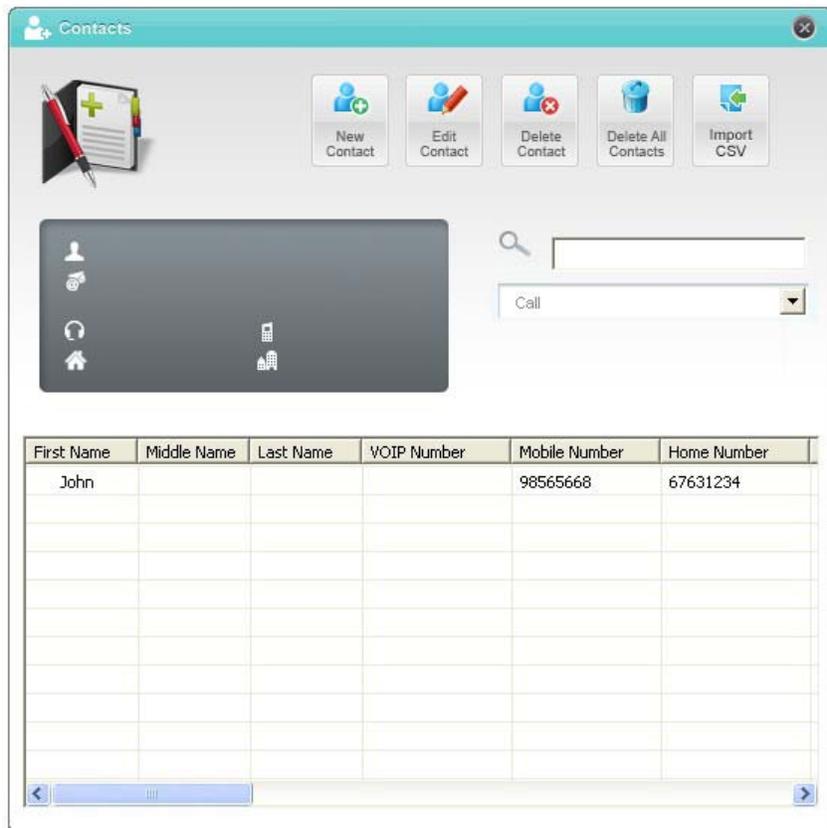
4. Contact

You can use the softphone to create your own contact list. The contact list can also allow you to place a call conveniently in just a few steps. You can add, edit and also import your contacts from other communication tools (e.g. MS Outlook 2003) which are in CSV file format.

4.1. Creating Contact List

1. Click the **Contact** icon
2. You will then see a new window as shown below

Click **New Contact**



Digital Voice Softphone User Guide

Version 2.0

3. Click **New Contact**, a window will pop up as shown below
Input contact information in the fields provided

The screenshot shows a 'New Contact' dialog box with the following fields:

- Name:** First Name, Middle Name, Last Name, Email, Alternate Email, ICQ, Website, Title, Company Name.
- Phone Number:** Voip Number, Mobile Number, Home Number, Business Number, Fax, Pager.
- Other:** Birth Date (dropdown menu showing '2011- 3- 8'), Comments (text area).

Buttons: Save, Cancel.

4. You can type in your contact information in the fields provided. The telephone numbers you entered can be used for you to place a call to your contact conveniently, which will be shown in later section below.
5. Once you've entered all relevant information on your contact, click Save. You will then be able to see the new contact created in your contact list.

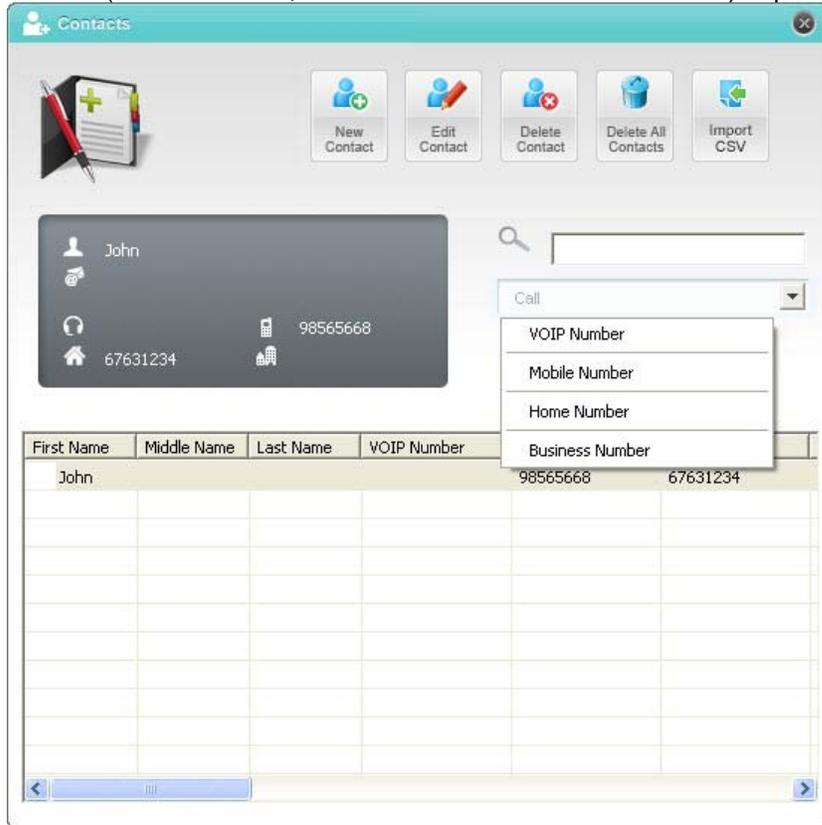
4.2. Placing a call using the contact list

1. Click the contact icon on your softphone.
2. Select the contact person in your contact list which you want to place a call to.

Digital Voice Softphone User Guide

Version 2.0

- Once you have selected your contact, click **Call**. A drop-down list will prompt you to select which number (mobile number, home number and business number) to place the call. See diagram below.



- Once you have clicked the selected number, the Softphone will automatically place the call for you.

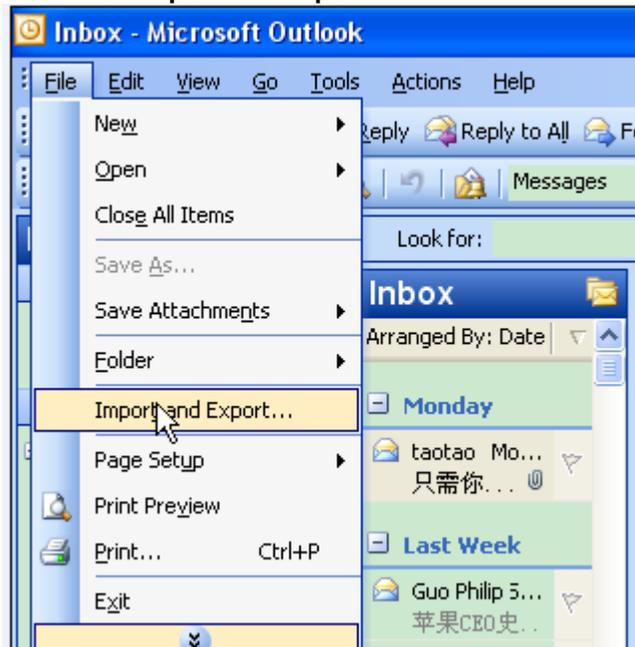
Digital Voice Softphone User Guide

Version 2.0

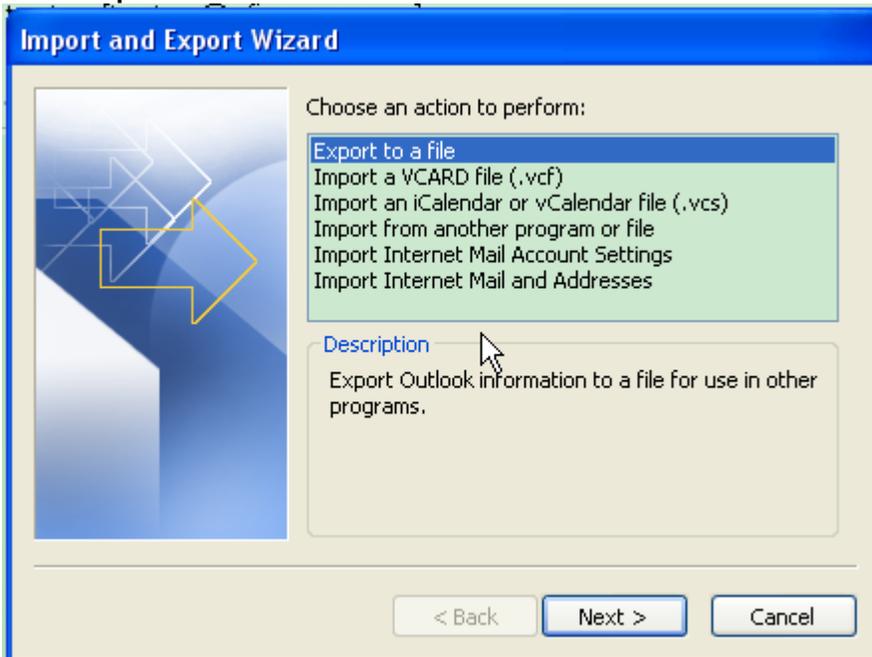
4.3. Export CSV from your Outlook 2003 or Outlook 2007

If you want to move all your contacts from Outlook to PC client, you will first need to export your Outlook contacts as CSV file.

Click **File->Import and Export**.



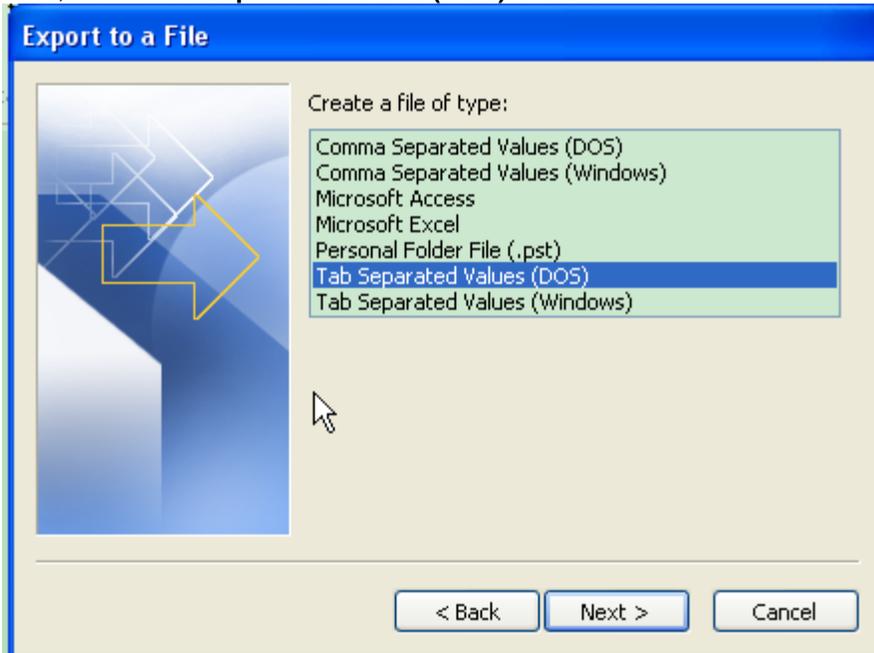
Select **Export to a file** and Click **Next**.



Digital Voice Softphone User Guide

Version 2.0

Next, select **Tab Separated Values (DOS)** and click **Next**.



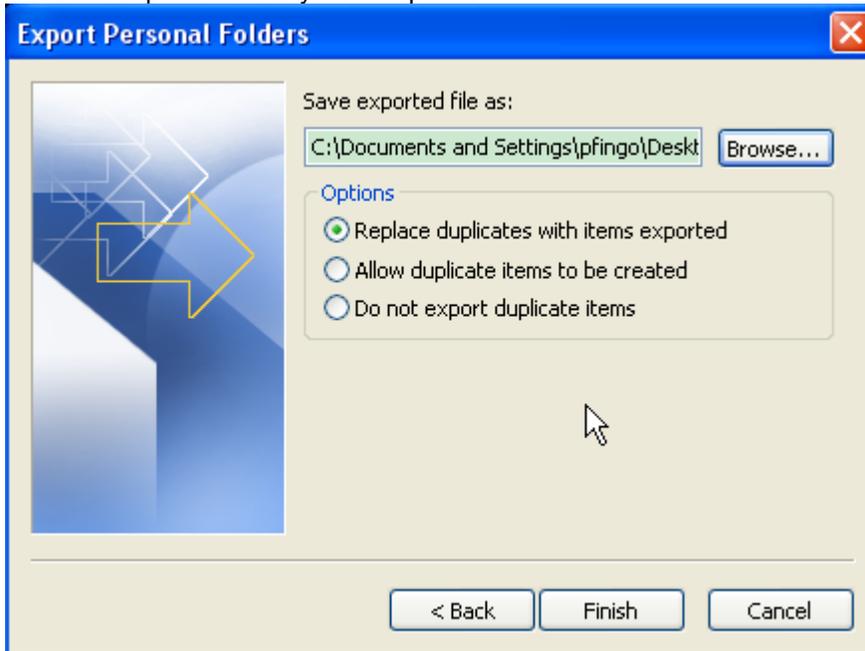
Select **Contacts** and click **Next**.



Digital Voice Softphone User Guide

Version 2.0

Save the exported file to your computer.



Now you can update those contacts to your PC client.

4.4. Import your contact CSV file to PC client

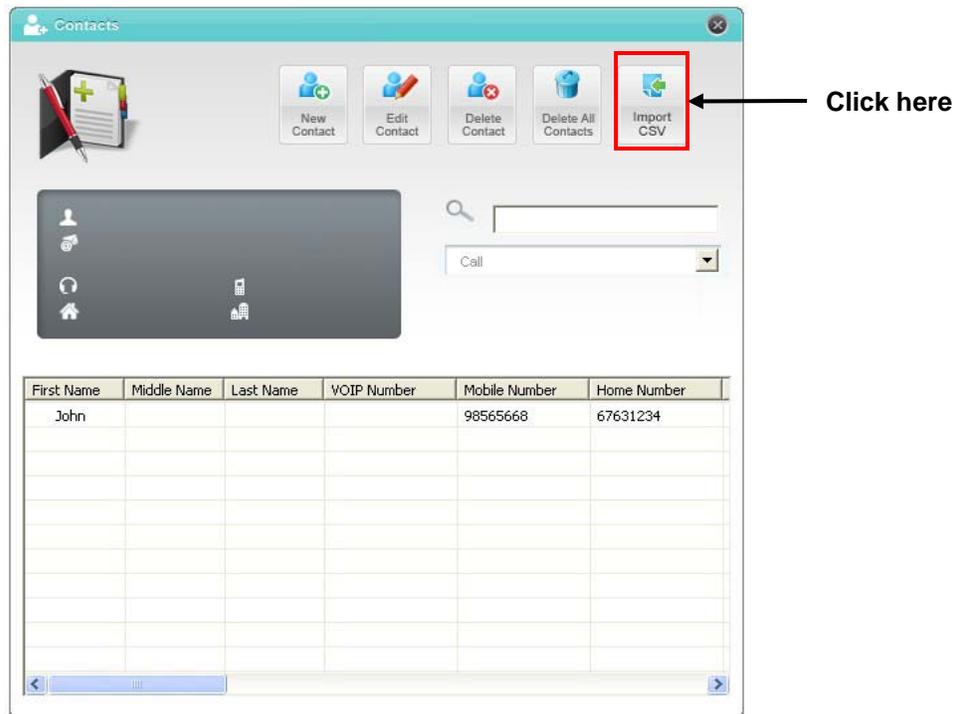
Click the contact icon marked in red.



Digital Voice Softphone User Guide

Version 2.0

You will see the window below.



To import your CSV, click **Import-CSV**. Choose the CSV file that you just export from Outlook 2003 and click **submit**. All the contacts will be added to your PC client.

Digital Voice Softphone User Guide

Version 2.0

5. Help and Reset Email

If you have logged in, click the email icon as shown below (Picture 1).

You can reset your email by right clicking your mouse on the dialer display screen and you will see the menu being displayed (Picture 2). The menu will appear regardless of whether you are login or not.



Picture 1



Picture 2

Next choose **Resetting-email**, the following window will be shown.

A screenshot of a dialog box titled 'Resetting email'. It has a light blue header with a star icon and a close button. The dialog contains three text input fields labeled 'username', 'password', and 'Email'. At the bottom, there are two buttons: 'OK' and 'Cancel', both with a green gradient.

Input your username, password and new email address and click **OK**. Both your old and new email addresses will receive an email indicating that you have changed your email.

Digital Voice Softphone User Guide

Version 2.0

6. Troubleshooting

Softphone

Problems	Possible Causes	Suggested Actions
Connection Issues -There is no dial tone	Computer not connected to the Internet (or Lan if appropriate)	Check your connections. Otherwise contact your Internet Service Provider, or network administrator
	Several ports are blocked	Check and make sure the following ports are not blocked: <ul style="list-style-type: none"> •SIP ports 5060 through 5061 using UDP protocol •HTTP port 80 using UDP/TCP protocol •HTTPS port 443 using UDP/TCP protocol •DNS port 53 using UDP protocol •RTP ports 16384 through 18383 using UDP protocol
	Simultaneous use of multiple applications on the PC, perform heavy upload/download of data with limited broadband access bandwidth	Shut down applications that are not in use
	Softphone/Computer/Device needs to be restarted	Restart Softphone and computer or device
Login failed	Softphone is able to connect to StarHub's Digital Voice service but is unable to connect to network	Refer to suggested actions under Connection Issues
Incorrect username or password	Login ID and/or Password may have been entered incorrectly	Check that your Login ID and Password have been entered correctly. Reset username and password if necessary
Able to register and make calls, but cannot receive calls		Call our customer Care at 1633 for further assistance
Able to register and receive calls, but cannot make calls		Call our customer Care at 1633 for further assistance

Digital Voice Softphone User Guide

Version 2.0

I can hear the other party but they can't hear me (or Vice Versa)	Mute function is turned on	Check and ensure mute is off
	You are connected behind a router/firewall	Check and make sure the following ports are not blocked: <ul style="list-style-type: none"> •SIP ports 5060 through 5061 using UDP protocol •HTTP port 80 using UDP/TCP Protocol •HTTPS port 443 using UDP/TCP protocol •DNS port 53 using UDP protocol •RTP ports 16384 through 18383 using UDP protocol
Audio Problems – There is an echo	Boom type headset is being used and some can create feedback between the boom microphone and the handset earpiece	Check if you are using a boom type headset. Please note that some boom headsets can create feedback between the boom microphone and the headset earpiece
	Microphone balance is muted in the playback section of Windows audio controls	Check that the microphone balance is not on mute
	Microphone used is picking up sounds from the speaker used for the Softphone call (when not using an integrated headset)	Check that the volume of the speaker is lowered
	Microphone level is too high or the amplifier is turned on in the generic Windows audio controls	Check that the microphone level is not too high or that the amplifier is turned on in the generic windows audio controls.
	Echo is caused by system sounds	Try using a headset plugged into the sound card. Another suggestion is to use a USB-enabled headset, which bypasses system sounds by acting as its own sound device
No Audio out	No audio from other programs that play sound as well	Check your sound card
	Speakers and/or headphones are plugged into inappropriate ports on your computer	Check and make sure your speakers or headphones are plugged into the appropriate port on your computer

Digital Voice Softphone User Guide

Version 2.0

	Master volume is muted or set to minimal volume	Check that the master volume is turned up and note that if you install a new USB sound device, it may become Windows default sound device
No Audio in	Microphone or headset is not plugged in properly, not turned on or is muted	Check that you have plugged in your microphone or headset and that they are turned on and not muted
	The Softphone is muted	Check that the Softphone is not on mute
	Audio driver requires an update	Try installing the latest driver for your audio device. This should be available from your computer manufacturer
Poor Audio quality	Quality of headset	Use a quality headset
	Distance of microphone from your mouth	Try moving the microphone closer or further from your mouth
	Microphone or speaker volume is too high	Check and ensure that your microphone or speaker volume is not too high or you may hear a "crackling" sound
	Multiple intensive applications are turned on at the same time	Check that you are not downloading large files during a call
	Sound adapter needs an update	Install the latest driver for your sound adapter
Unable to select correct IP address for Softphone calls	Multiple IP addresses on the same computer	<p>Check for multiple IP addresses and set the correct IP manually by configuring the following settings as instructed below:</p> <p>Settings Menu -> System -> Network -> Auto-Detect IP Address: Unchecked Local IP Address: [User Computer's IP Address]</p> <p>NAT Firewall IP Address: [IP Address of the user's NAT or firewall]</p> <p>Alternatively, disable all but one network adapter until after the Softphone starts.</p>
Unable to see Video option on DV Softphone application	Not using DV Softphone version that supports video calls	Download and install DV Softphone application that supports video calls

Digital Voice Softphone User Guide

Version 2.0

Local video image does not appear	Faulty camera	Use other application to check if your camera is functioning
	Camera not detected by PC/DV Softphone	Use other application to check if your camera is functioning Make sure there is no other applications running which is using the camera as it may cause conflict If all above are ok, please re-run the video call by clicking stop and play again. If still fail, re-start your DV Softphone application and repeat the video call.
Remote video image does not appear	Remote PC does not send video streams	Check if remote party able to see local image. If no image, refer to local video issue above. If above is ok, please re-run the video call by clicking stop and play again. If still fail, re-start your DV Softphone application and repeat the video call.
Poor video quality	Network congested	Do not activate video.

Digital Voice Softphone User Guide

Version 2.0

7. Frequently Asked Questions

What should I do if I change my computer or if the hard-drive has malfunctioned?

You can re-install the Softphone on another computer. There is no restriction on the number of computers the Softphone is installed in. However, only one Softphone/IAD can be used on the same Digital Voice service at any point in time.

Is there a charge if I re-install the Digital Voice Global Softphone onto another computer?

No, we will not charge if you re-install Softphone onto another computer. However, please note that you are responsible for securing your login ID/password to prevent any unauthorized usage.

Can I use the Digital Voice Global IAD and Softphone, both with the same phone number, at the same time?

No, you can use only either the IAD or the Softphone at any one time. If you try to connect both IAD and Softphone at the same time, you are likely to encounter dial tone/connection/voice quality issues.

Will all the value-added service that I have subscribed to, be able to work on the Softphone?

There are several value-added services, such as 3-Party Call, Call Divert and Call Transfer which are not supported on the Softphone currently.

Can Digital Voice Softphone and other softphone applications such as Skype, Pfingo etc be used on the same PC?

Yes, both Softphone applications can be used on the same PC.

However, we do not recommend other Softphones to be used on the same PC as Digital Voice Softphone as they may be competing for the same hardware resources.

How do I activate Call Hold using the DV Softphone?

You can activate Call Hold feature by using the "Mute" button found on the Softphone. Once this button is clicked during an active call, the other party will not be able to hear you.

Does the Digital Voice Softphone support dialing a number using a + prefix, e.g. +65 64921234, similar to mobile handset?

The Digital Voice Softphone does not support dialing with + prefix at this moment.

I tried activating the Call Divert value-added service and seem to get an error message that states "Your call cannot be connected at this moment". Does this mean I am not able to use the Call Divert with the Digital Voice Softphone?

First, ensure that you have subscribed to Call Divert as a value-added service. If you have subscribed to Call Divert, activate the Call Divert feature by dialing *72<phone number>#. Next, verify if your Call Divert has been activated by calling your Digital Voice number. Ignore the error message if the phone you chose to divert to rings.

For de-activating Call Divert, dial *73#. Similarly, ignore the error message and verify if the Call Divert has been de-activated by calling your Digital Voice number. Once de-activated, your Digital Voice Softphone should receive the incoming call.

Can I apply for the Digital Voice Softphone if I am subscribed to Digital Voice Home?

Currently, Digital Voice Softphone is only available to Digital Voice Global customers.

Digital Voice Softphone User Guide

Version 2.0

For my contact list, is there any limit to the number of contacts I can store?

It is recommended to store not more than 1000 contacts.

How many 'All', 'Missed', 'Received' and 'Outgoing' calls that I have made can be stored?

50 numbers can be stored under each of the categories.

Will Digital Voice Softphone work with all camera models for video calls?

Generally, if your camera can be used with other applications/programs on your PC, and you have no problems using Digital Voice Softphone for voice calls, then the video calls should also work. However, it is possible that certain camera hardware may not be compatible with Digital Voice Softphone.

Following are some camera models which StarHub have tested Digital Voice Softphone successfully. Please note that the list may not be exhaustive.

Camera Brand	Model
Imation	CAM-1300
Logitech	V-UBQ42 / QuickCam E1000
Logitech	C120
Logitech	C270

I am not able to see local/remote video image on my Digital Voice Softphone, what should I do?

Please perform the basic troubleshooting steps as defined in the troubleshooting section. At times, the video calls may not be successful and need to be repeated. Scenarios like network congestion/slow broadband access can affect establishing successful video calls.

Will video calls affect the voice quality?

Generally, when your PC is connected to high speed broadband, video calls should not affect voice quality as the voice packets will have higher priority than video packets being routed. However, when there is network congestion, the video images may not be as clear. In cases where network congestion is more severe, making video calls may further degrade the quality of the voice call.

Is there a minimal broadband speed for Digital Voice Global to work properly?

When making single video call (exclude multi-party calls) per Digital Voice line per broadband connection, the minimum bandwidth required is 300Kbps for both up-stream and down-stream. For voice calls, the bandwidth required is 128Kbps. Please ensure your broadband provides higher bandwidth for better quality service.

Note: The above recommendation does not take into account where there is simultaneous heavy Internet data usage activity, such as downloading/uploading of huge files, which will affect the voice and/or video quality.