

EnterpriseVoice Softphone

User Guide

Contents

About EnterpriseVoice	3
1. Pre-requisites of EnterpriseVoice	4
2. Setting Up Your EnterpriseVoice Connection	5
3. Installing and Uninstalling EnterpriseVoice SoftPhone	6
a. Installing the EnterpriseVoice SoftPhone	6
b. Uninstalling the EnterpriseVoice SoftPhone	6
4. Using EnterpriseVoice SoftPhone	7
a. User Interface	
b. Dial Pad Controls	
c. Context Menu	
d. Windows Control	
e. Things to Keep in Mind Before Making a Call	
f. Placing A Call	
g. Ending A Call	
h. Redial	
i. Answering A Call	
j. Placing A Call On Hold	
k. Extended Call Features	
5. Value-added Services Guide	20
6. EnterpriseVoice Softphone Portal	21
7. Troubleshooting	25
a. General Issues	
b. Calling Issues	
c. Audio Problems	
d. Other Issues	
8. Frequently Asked Questions	28

About EnterpriseVoice

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 with an integrated access device (IAD) or a Softphone in any location that has broadband connectivity both within and outside of Singapore.

1. Pre-requisites of using EnterpriseVoice Softphone

To use EnterpriseVoice Softphone, you need to have the following items:

EnterpriseVoice Softphone

The link to the website to download the EnterpriseVoice Softphone application, the Login ID and corresponding password is sent to you via an email.

Note:

- Login ID refers to the unique EnterpriseVoice Softphone number.
- Each Login ID can only be used on one computer at any one point of time. After installing the Softphone onto a computer, you can choose to re-install the Softphone onto another computer. However, the Softphone on the previous computer will not work after the transfer.
-

Broadband Internet Connection

The broadband Internet access can either be of a local area network, cable or an ADSL connection or a wireless network. A minimum download speed of 512kbps and upload speed of 256 kbps is recommended.

A computer with the recommended minimum specification:

Processor: Pentium III 1.3 Ghz (or equivalent)
Memory: 512 MB RAM
Operating System: Windows 2000, Windows XP, Windows Vista
Connection: IP network connection (broadband, LAN, wireless)
Sound Card: Full-duplex, 16-bit
Other: Speakers and microphone, or headset

External Speakers / Microphones

Since EnterpriseVoice Softphone is a software application, both speakers and a microphone are required to make calls. Any of the following configurations should be acceptable:

- External speakers and microphone
- Dual-jack multimedia headset
- Built-in microphone and speakers
- USB multimedia headset
- USB phone

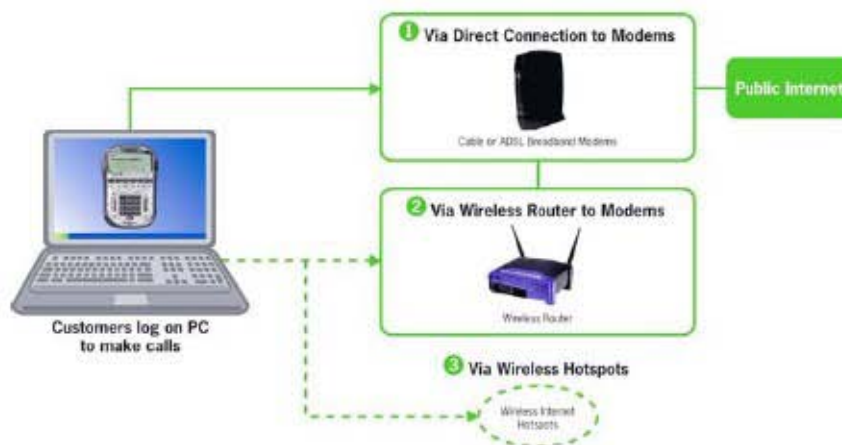
Note: Please ensure the multimedia devices are working before starting to use Enterprise Voice Softphone.

2. Setting Up Your EnterpriseVoice Softphone

The following diagram below shows some of the common set-ups of a computer (PC) with broadband internet connection, installed with EnterpriseVoice, 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
4. PC connected to office LAN

EnterpriseVoice setup Overview



Note: The network & networking equipments e.g. routers must not be configured to block certain ports used by EnterpriseVoice Softphone.

If you are using a firewall, please ensure the following ports are not blocked for EnterpriseVoice Softphone to function properly:

SIP port 5060 using UDP protocol
 TFTP port 69 using UDP protocol
 RTP ports 10000 through 19999 using UDP protocol

Note: For wireless access, the PC must have wireless access capability.

Note: The network & networking equipments e.g. router, must not be configured to block certain ports used by EnterpriseVoice.

3. Installing And Uninstalling EnterpriseVoice SoftPhone

Installing EnterpriseVoice Softphone

Please follow in the instructions sent to you on how to install and activate the Softphone.

Uninstalling EnterpriseVoice Softphone

1. Launch the Windows Control Panel
2. Select Add or Remove Programs
3. Select EnterpriseVoice Softphone application and click Change/Remove (or Add/Remove)

4. Using EnterpriseVoice SoftPhone

User Interface

The SoftPhone provides an easy-to-use dial pad as the main user interface, which allows for quick access to both basic and advanced calling features. Refer to Figure 1 below for an illustration of the SoftPhone user interface.

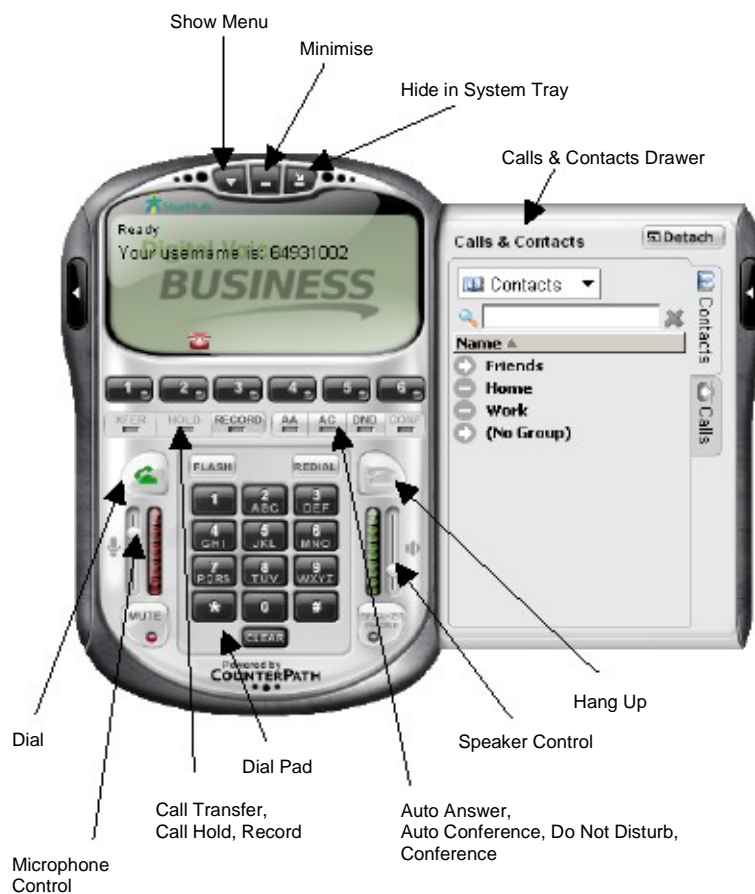


Figure 1: The User Interface of EnterpriseVoice SoftPhone

Dial Pad Controls

The EnterpriseVoice SoftPhone dial pad includes several controls which allow you to customise your SoftPhone experience:

Microphone and speaker adjustment

The EnterpriseVoice SoftPhone dial pad includes microphone and speaker sliders as shown in Figure 1.

Simply click on the slider and drag it up or down to increase or decrease the volume. You may also mute the SoftPhone so that the other party cannot hear what is being spoken. Press the Mute button at the bottom-left of the dial pad to mute the phone. Press the button once more to take the phone off mute. Incoming calls will be indicated in the call display as shown below.



Figure 2: Incoming Call

When the phone is ringing with an incoming call, you can:

- Click on the 'Dial' button to pick up the call; or
- Click on the 'ignore' icon to reject the call.

The caller will then get a voice message indicating that the call was not connected.

Calls will arrive on Line 1 by default, and are indicated by a flashing light on the line button. You can choose to ignore calls by clicking the Ignore button found within the call status screen below the caller ID of the incoming call.

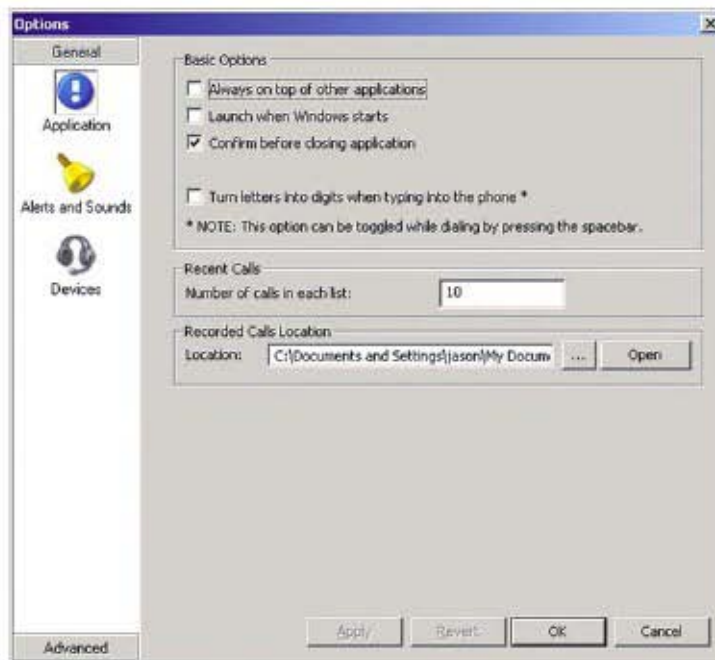
Context Menu

The EnterpriseVoice SoftPhone includes a context menu (by clicking on the Show Menu on Figure 1) which allows you quick access to several features:



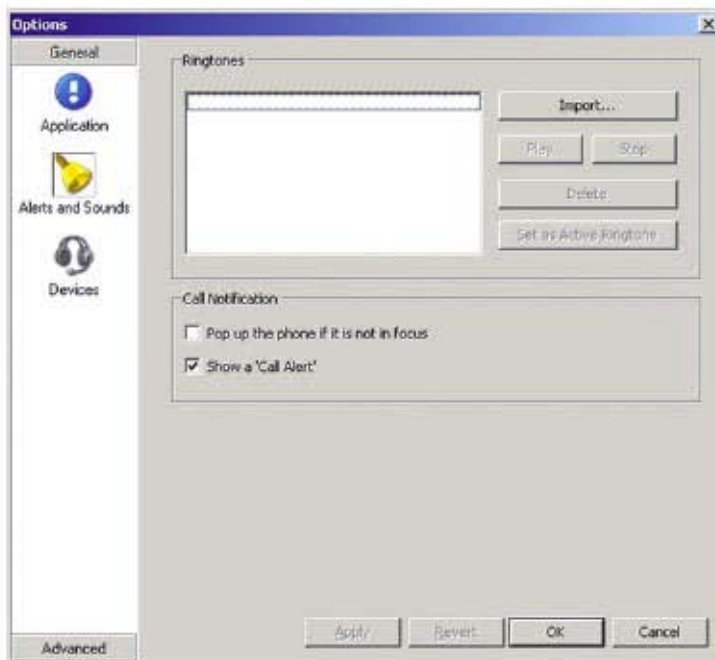
The Options window

Options control the way that you work with the SoftPhone.



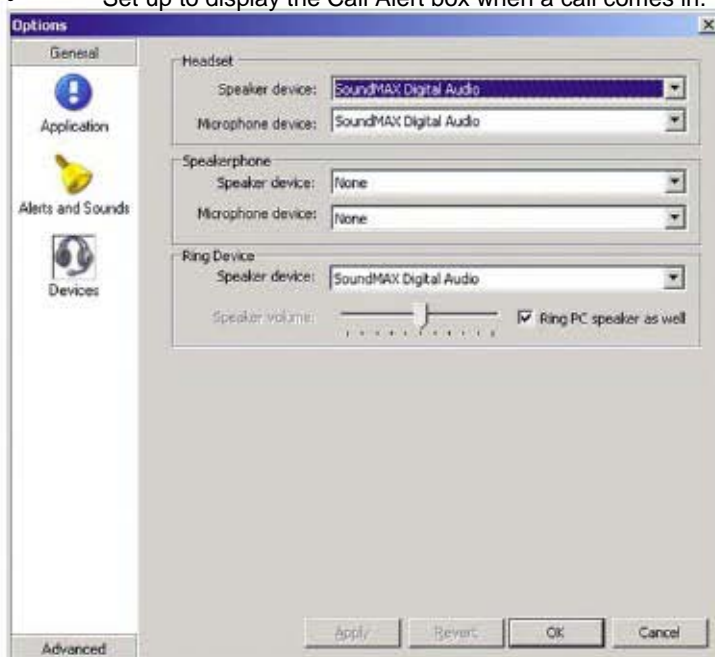
Options => General => Application

- Always on top of other applications: Click On or Off, to suit your preference.
- Launch when Windows starts: Click On or Off, to suit your preference.
- Confirm before closing application: Click On or Off, to suit your preference.
- Turn letters into digits when typing into the phone: Click On or Off, to suit your preference. You can also turn this feature on and off at any time by pressing the spacebar.
- Number of calls in each list: Enter number to suit your preference.
- Recorded Calls Location: Define location for recorded calls.



Options => General => Alerts and Sounds
 This page allows the user to:

- Work with ringtones. Import a ringtone (a .WAV file) and play to try it out. The user can activate one ringtone and can delete a ringtone.
- Set up to bring the SoftPhone to the front automatically when a call comes in.
- Set up to display the Call Alert box when a call comes in.



Options => General => Devices

Under Headset

- Speaker and Microphone device: In both these fields, select the headset you are using. The headset is the device that is usually used for audio out (the sound you hear) and audio in (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed.

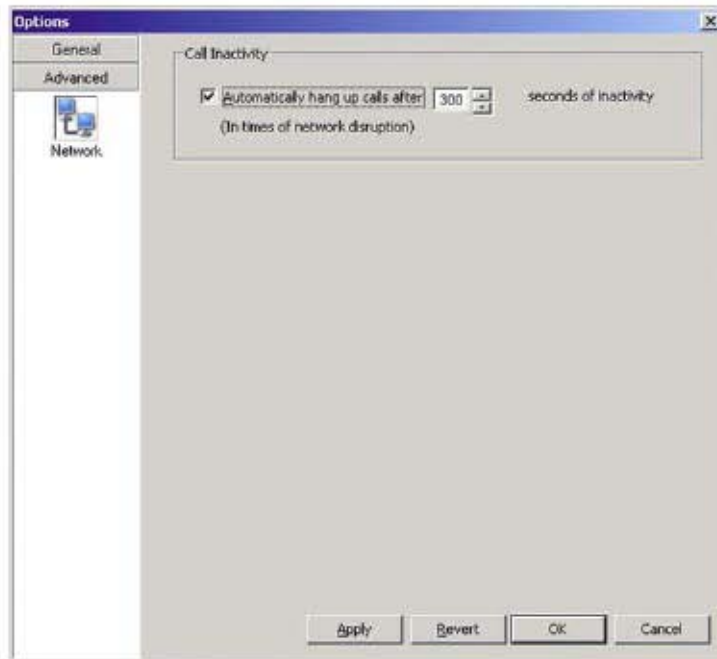
Under Speakerphone

- Speaker and Microphone device: Select the device that you want to use for audio out (the sound you hear) when the Speaker Phone button is pressed. Make sure you select a speaker device (not the headset). Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.

Under Ring Device

- Speaker device: The device where you want to hear the phone ringing: the headset, the speakerphone, or none.
- Speaker volume: The volume of the ringer.

Note: By default, the SoftPhone will auto detect these devices and usually no changes are required.



Options => Advanced => Network

Call inactivity: When this feature is on, the SoftPhone automatically hangs up a call when it detects the specified period of inactivity. In other words, if the user is on a call and the call gets disconnected (the call session ends) because of network problems (rather than because of one of the parties hanging up), then the SoftPhone ends the call after the specified period.

Window Controls

At the top of the dial pad are the Show Menu, Minimise and Hide in System Tray buttons (Refer to Figure 1). Depending on the version running, the behavior of these buttons will vary as described below:

For Windows

The Show Menu button is similar to the Context Menu. As expected, the Minimise and Hide in System Tray buttons will send the application to the Windows system tray. You will still be able to receive calls when the SoftPhone is minimised.

Things To keep in Mind Before Making a Call

Making calls with the EnterpriseVoice SoftPhone is simple. However, there are some differences between a SoftPhone and a traditional telephone which you should be aware:

1. A 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. Once the SoftPhone's call status states "Ready, your username is xxxx xxxx", you may make or receive calls.
3. Since calls are transmitted over the Internet, the service quality may drop due to network congestion. Although the EnterpriseVoice 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.

Placing A Call

The SoftPhone is ready to make or receive calls once you see the message "Ready, your username is 6493 xxxx" in the call status screen.

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. You will also see the message "Calling ..." in the call status screen.

When the remote party answers the call, you will see the message "Call Established" in the call status screen. You can also place a call by clicking on an available on-screen line button and dialing the appropriate number.



Dialing a Number

Note: As you begin to enter a number, Line 1 becomes automatically selected as the line in use for that call (as shown above). If at any point, you enter erroneous digits, you can correct the error by clicking the Clear button with the dial pad or pressing Backspace on the computer keyboard.

As you enter a phone number, you may see suggestions for completing that number (as shown above). To enter the rest of the number as suggested, hit the Tab key on the computer keyboard to fill in the remaining digits.

Important: You can make calls to any Singapore-registered number by dialing an 8-digit number. However, when making calls to 4-digit or 3-digit numbers like 1303, 100, etc. you need to dial 9 in front of these numbers e.g. 9-1303, 9-100.

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 Hangup button within the on-screen dial pad. When a call has ended, the message "Hung up" will appear in the call status screen. After a call has ended, details of the call (such as the length of the call and the caller ID) will remain in the call display. To clear the display, click the Clear button.

Redial

To redial a number, simply click the Redial button within the on-screen dial pad.

Answering A Call

The SoftPhone must be running to answer incoming calls. When you receive a new call, a ring tone 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. You can also click the appropriate flashing line button to answer the incoming call.

Placing A Call On Hold

While engaged with a call, you can place that call on hold by either clicking the corresponding line button or by selecting another line altogether. The on-hold line's button will flash to indicate that its corresponding call has been placed on hold. To resume a call that is on hold, select the line again by clicking on the appropriate button.

Extended Calling Features

Along with basic calling functionality, the EnterpriseVoice SoftPhone also includes many advanced features such as call conferencing and call transfer, each of which is covered in the following subsections:

Call Conferencing

Allows you to establish a conference call which will allow more than two parties to converse at one time. Each party in the conference call can hear and speak to every other participant.

Starting a Conference Call

You may host a conference by calling the other parties involved, or by allowing them to arrange the call themselves. For example, you can create a simple three-way call by following the steps below:

1. With an active call on one of the lines, place the call on hold by either:
 - selecting another line and dialing a third party, or
 - accepting an incoming call from a third party by clicking the line on which the call arrives.
2. After informing the arriving participant about the three-way call, click the CONF button (see Figure 1) to include all parties in the conversation.
3. To end a three-way call, click the CONF button again to place both parties on hold. At this point no participants can speak to one another.
4. You can then talk to each party individually by selecting the appropriate line.

Adding Another Party To The Conference

To add another party to an existing conference call, complete the following steps:

1. Place the conference on hold by clicking the CONF button.
2. Invite another party to the conference on hold by either:
 - selecting the line of an incoming call, or
 - selecting an available line to initiate a call to an outside party.

Note: Either option will place the original party on hold. You may speak to the outside party while the conference is on hold.

3. After advising the outside party that they will soon be part of a conference call, click the CONF button once more to re-establish the conference.

Removing A Party From The Conference

To remove a party from an existing conference call, complete the following steps:

1. Place the conference on hold by clicking the CONF button.
2. Select the line of the participant who wishes to leave the conference.
3. Say goodbye to the party then click the Hangup button.
4. Click the CONF button once more to re-establish the conference.

Multiple Conference Hosts

A conference call may include up to seven individuals – the conference host plus a participant on each of the six lines. You can establish multiple conference hosts if you wish to “daisy chain” together a conference call with more than seven participants. For example, one person may host six other parties (to occupy all of its available lines) with one of those parties being a conference of their own containing six other parties. This would bring the total number in the aggregate conference call to twelve.

In theory, such “daisy chains” would allow for an unlimited number of parties in a conference call. However, in a real scenario, the number of participants would be limited by bandwidth constraints at each of the conference host’s machines, causing audio quality to degrade more as new participants are added.

Adding A Party To The Conference From The Contact Drawer

You can also add a person from your Contact list to a conference call by right-clicking the name in the Contact drawer and selecting Conference in [party’s name]

Call Transfer

Allows you to transfer an active call to a third party. The SoftPhone allows two different types of call transfer: unattended and attended.

Note: A party may leave the conference by hanging up. The line will then be indicated as inactive and the rest of the parties can continue with the conference.

Unattended Call Transfer

Also called a “blind” call transfer, this type occurs when a you initiate a transfer without informing the third party that a call is coming their way. Follow the steps below to perform an unattended call transfer:

1. With an active call in progress, inform the person on the other end that they are about to be transferred to a third party, then click the XFER button (see Figure 1).
2. Dial the number to which the call is to be transferred.
3. Click the XFER button again to connect the original party to the third party. When a transfer is completed, the remaining two parties will be speaking to each other and both will have ended their call with the transferor. Both lines corresponding to the other two parties will become free for use on the transferor’s SoftPhone.

Attended Call Transfer

Also known as a “supervised” call transfer, this type occurs when—before making the transfer—you first call to inform the third party that a transferred call is coming their way. Follow the steps below to perform an attended call transfer:

1. With an active call in progress, select an available line with which to call the third party (selecting a new line will put the original call on hold).
2. Inform the third party that they are about to receive a call, then press the XFER button (see Figure 1).
3. Select the line associated with the original party to connect them to the third party. When a transfer is completed, the remaining two parties will be speaking to each other and both will have ended their call with the transferor. Both lines corresponding to the other two parties will become free for use on the transferor’s SoftPhone.

Do Not Disturb

Allows you to set your SoftPhone to a “Do Not Disturb” mode. When the SoftPhone is set to this mode, all incoming calls will be sent to the Voicemail or given a “busy” indication.

“Do Not Disturb” can be toggled on/off by clicking the on-screen DND button.

Note: The detailed expressions of this feature are dependent upon the your service provider network.

Auto-Answer

Allows you to set your SoftPhone to “Auto-Answer” mode. When the SoftPhone is set to this mode, calls are answered automatically after a wait time that can be changed from the System item found in the Settings menu.

“Auto-Answer” can be toggled on/off by clicking the on-screen AA button.

Note: This feature can be combined with auto-conference described next.

Auto-Conference

The EnterpriseVoice SoftPhone includes an “Auto-Conference” feature which can be enabled or disabled by clicking on the AC button. When combined with the “Auto-Answer” feature described above, the SoftPhone can control the way participants get added to a conference.

The different levels of control for managing a conference are shown in Table 1 below:

Level of Control	Conference Process
AA off/ AC off Manual conference	Conference Host manually accepts calls and adds each to conference
AA on/ AC off Auto-answer, manual add to conference	Softphone automatically answers calls and the conference host manually adds each to conference
AA off/ AC on Individual answer, auto add to conference	Conference host answers each call and each is automatically added to conference
AA on/ AC on Conference Server Mode	Softphone acts as a fully automated conference server answering each incoming call and adding them to the conference

Table 1: Conference Management

Flash

The Flash button on the SoftPhone works the same way as flash on a traditional telephone. Clicking the hang-up button quickly on a traditional telephone performs the same task. Such actions are used sometimes to transfer calls or initiate three-way calling.

Note: This functionality is dependant on your service provider. To flash, click the Flash button within the on-screen dial pad.

- If you are in an active call, clicking Flash will provide a new line
- If you click Flash while receiving a call, the SoftPhone will “pick up”.
- If a line is on hold, clicking Flash will allow you to speak with that person

Speakerphone

The EnterpriseVoice SoftPhone can work as a speakerphone as well. If you normally speak with a headset, you will require a second sound device—such as sound card or USB device—to use the SoftPhone as a speakerphone.

To activate the speakerphone, click the Speakerphone button. To de-activate the speakerphone, click Speakerphone again.

Call Record

The SoftPhone can record calls. To record a call, click the REC button at any time during the call. Click the button again to stop recording. Recordings will be saved as AVI files in the location specified in the Options window.

The Drawers & Settings Menu

As with similar features on cell phones, the SoftPhone allows users to store a list of contacts in a virtual phone book. It also includes a settings dialog, which provides access to a variety of relevant settings.

The Calls and Contacts Drawer

To bring up the SoftPhone Contact Drawer, click the black button toward the extreme right edge of the SoftPhone application.

To add a new contact, access the Calls & Contacts menu, then choose Add A New Contact. Enter the name, phone number or SIP URL. Contacts can be grouped together.

- To create a new group, access the Calls & Contacts menu, then choose Add a New Group. This will create a new item in the contact list, which the user can rename at any time thereafter.
- To rename an existing group, right-click the group and choose Rename Group.
- To move a contact to a group, simply drag the contact to that group.
- To dial a contact's phone directly from the Contact Drawer, right-click the contact's name and
- choose Place a Call. If there is more than one number for this contact, the SoftPhone will show a list of numbers from which to choose.
- To close the Contact Drawer, click the same button at the right edge of the application. Users can detach the Contact Drawer from the SoftPhone by clicking Detach, and can click Reattach to reattach a detached Contact Drawer to the SoftPhone.



The Contact Drawer

- Right-click a contact to dial them or add them to a conference.

- You can drag a contact to any other group
- You can drag a contact to a Line or to the main display window to call them
- To rename a group click the group name and wait one second
- Click X at the upper-right corner to close and reattach the Contact Drawer to the Dial Pad
- Drag a contact to an in-use Line to add them to a conference

Recent calls

As you make and receive phone calls, the SoftPhone stores them in a list of recent calls. Click the Received Calls item in the Contact Drawer to view recent calls received. Click the Dialed Calls or Received Calls item in the Contact Drawer to display a comprehensive list of calls. Right-click any item to show its context menu.

Using this context menu, you can do the following:

- Phone back the contact
- Bar the caller from calling again
- Add the caller to your contact list
- Delete the call from the list



5. Value-Added Services Guide

EnterpriseVoice comes with several Value-Added Services. (For the description of the complete list value-added services that comes with EV Softphone, please refer to the EV User/User Portal User Guide.)

Call Waiting

When you are engaged on a call and someone calls you, you will hear an audible call waiting tone consisting of 2 beeps. If you want to take the call, press the flash key on the SoftPhone to enable call waiting. Calls that you do not take will be disconnected after a stipulated period of time.

To activate: Press the flash key to put the first caller on hold and talk to the second caller. You can alternate between the 2 callers by pressing the flash key.

Caller Number Display

The phone number of an incoming caller is displayed on your SoftPhone or external caller ID display unit.

Caller Number Non-Display

This feature allows you to turn on/off your Caller Number Display for your privacy. If you activate this feature, the person you called will not be able to see your Caller ID.

To activate: Dial: *61

To de-activate: Dial: *65

Note: When you activate this service, you may not be able to gain access to certain services that require a Caller ID to be presented, such as StarHub's Surf For Free. Upon activation, you will hear a repeated voice message: "(Beep sound). The person you are calling is unavailable, please try again." You will also see an error message on the Enterprise Voice Softphone screen showing "Call Failed: address incomplete". The above means you have successfully activated the service. When you deactivate Caller Number Non-Display, you will hear and see the same messages as confirmation that you have deactivated the service.

Call Divert (Unconditional)

Your incoming calls will be diverted unconditionally to another fixed or mobile number of your choice.

To activate: Dial: *72 (the number to divert to) #

To de-activate: Dial: *73

Note: Upon activation, you will hear a repeated voice message: "(Beep sound). The person you are calling is unavailable, please try again." You will also see an error message on the EnterpriseVoice Softphone screen showing "Call Failed: Address Incomplete". The above means you have successfully activated the service. You can still make outgoing calls and receive incoming calls (incoming calls will be diverted to the new number.) Your calls will also be diverted if you did not switch on your SoftPhone. When you deactivate Call Divert, you will hear and see the same messages as confirmation that you have deactivated the service.

6. EnterpriseVoice Softphone Portal

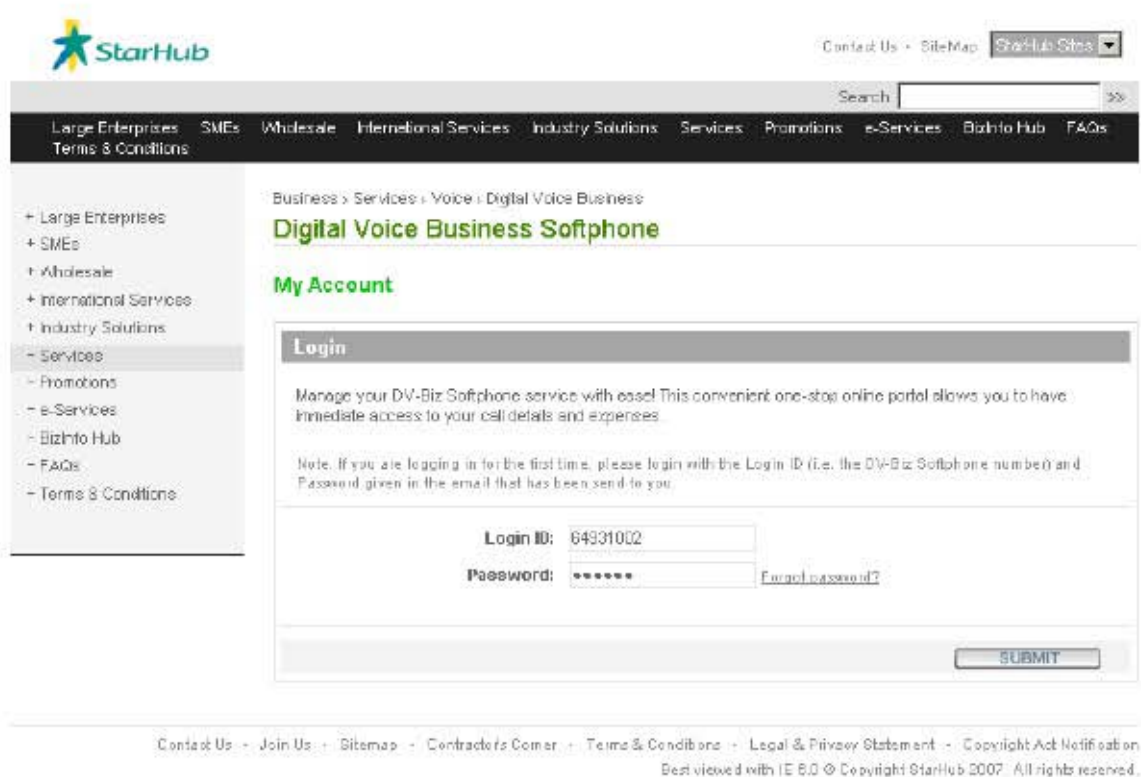
To use the Softphone application, a user needs to provide a valid Login ID and the associated password. The Softphone Portal is a self-help portal for you to manage the password of your Softphone. The portal allows you to update your personal particulars including a valid email address. In the event that you have forgotten your Softphone password, you could go to the portal and click on the “Forget Password” button to send the password to your email address. You could also change the password in the portal.

Functions/Features Available

The portal allows customer to:

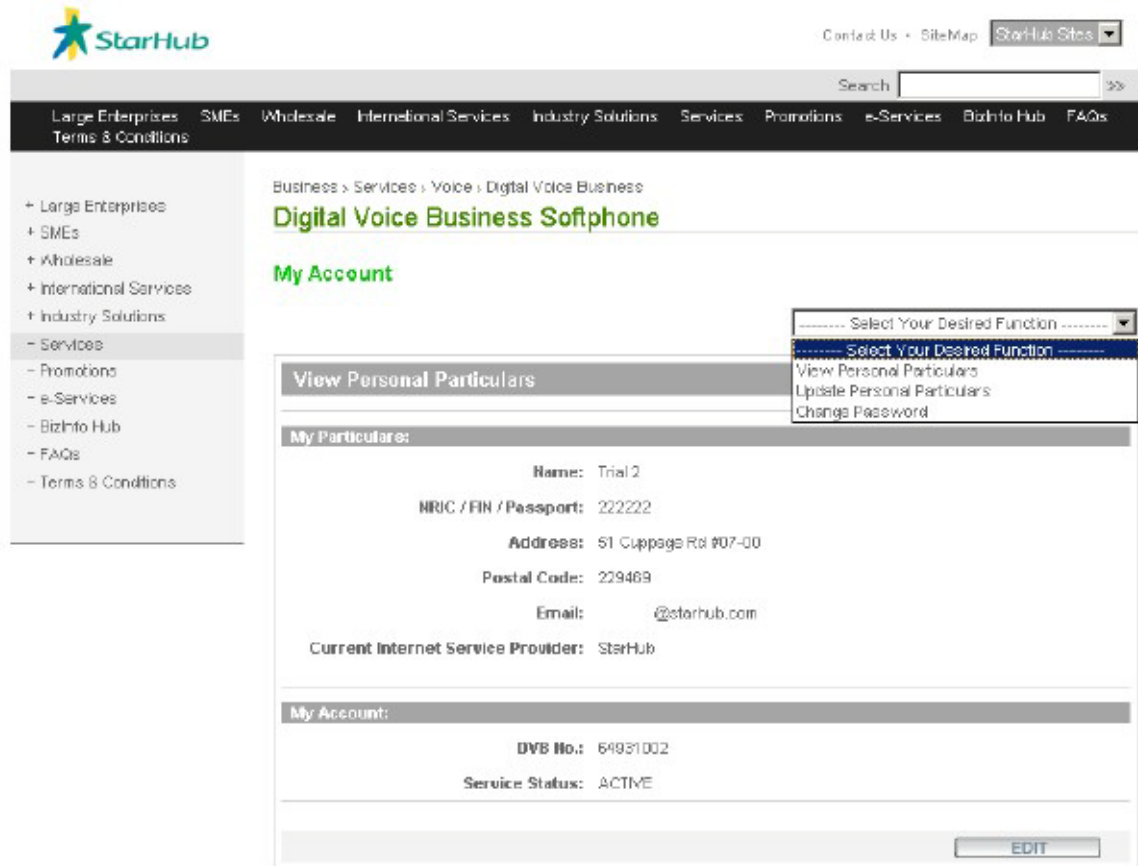
- View personal particulars
- Update personal particulars
- Change password

1) Logging in to the Portal



The screenshot shows the StarHub website interface for the Digital Voice Business Softphone portal. At the top, there is a search bar and navigation links for 'Contact Us', 'SiteMap', and 'StarHub Sites'. Below this is a main navigation menu with categories like 'Large Enterprises', 'SMEs', 'Wholesale', 'International Services', 'Industry Solutions', 'Services', 'Promotions', 'e-Services', 'BizInfo Hub', and 'FAQs'. A left sidebar contains expandable menu items for each of these categories. The main content area is titled 'Business > Services > Voice > Digital Voice Business' and features the heading 'Digital Voice Business Softphone' and 'My Account'. The 'Login' section includes a description: 'Manage your DV-Biz Softphone service with ease! This convenient one-stop online portal allows you to have immediate access to your call details and expenses.' Below this is a note: 'Note: If you are logging in for the first time, please login with the Login ID (i.e. the DV-Biz Softphone number) and Password given in the email that has been send to you.' The login form contains two input fields: 'Login ID: 64931002' and 'Password: *****', with a 'Forgot password?' link next to the password field. A 'SUBMIT' button is located at the bottom right of the form. At the very bottom of the page, there is a footer with links for 'Contact Us', 'Join Us', 'Sitemap', 'Contractors Corner', 'Terms & Conditions', 'Legal & Privacy Statement', and 'Copyright Act Notification', along with the text 'Best viewed with IE 8.0 © Copyright StarHub 2007. All rights reserved.'

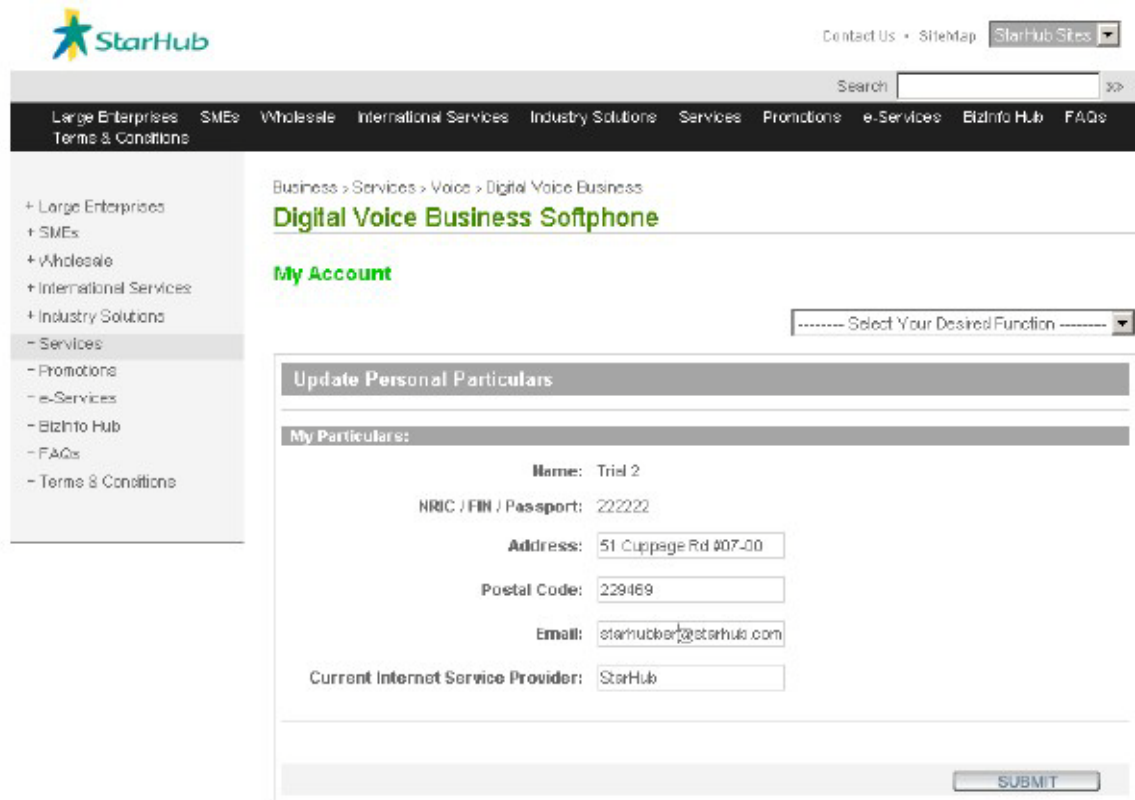
2) Viewing of Personal Particulars and Navigating



The screenshot shows the StarHub website interface. At the top right, there are links for 'Contact Us', 'SiteMap', and a 'StarHub Sites' dropdown menu. A search bar is located below these links. A navigation menu contains links for 'Large Enterprises', 'SMEs', 'Wholesale', 'International Services', 'Industry Solutions', 'Services', 'Promotions', 'e-Services', 'BizInfo Hub', and 'FAQs'. A left-hand sidebar lists categories with expand/collapse icons: '+ Large Enterprises', '+ SMEs', '+ Wholesale', '+ International Services', '+ Industry Solutions', '- Services', '- Promotions', '- e-Services', '- BizInfo Hub', '- FAQs', and '- Terms & Conditions'. The main content area shows a breadcrumb trail: 'Business > Services > Voice > Digital Voice Business'. Below this is the title 'Digital Voice Business Softphone' and a sub-section 'My Account'. A dropdown menu is open, showing options: 'Select Your Desired Function', 'View Personal Particulars', 'Update Personal Particulars', and 'Change Password'. The 'View Personal Particulars' option is selected. The page content is divided into two sections: 'My Particulars' and 'My Account'. The 'My Particulars' section displays the following information: Name: Trial 2, NRIC / FIN / Passport: 222222, Address: 51 Cuppage Rd #07-00, Postal Code: 229469, Email: @starhub.com, and Current Internet Service Provider: StarHub. The 'My Account' section displays: DVB No.: 64931002 and Service Status: ACTIVE. An 'EDIT' button is located at the bottom right of the account information area.

3) Updating Personal Particulars

Please remember to key in your working email address. This will be the email address which the system will notify you of your password in case you forget your password to the Softphone / My Account Portal.



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Terms & Conditions

- + Large Enterprises
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- + Wholesale
- + International Services
- + Industry Solutions
- Services
- Promotions
- e-Services
- BizInfo Hub
- FAQs
- Terms & Conditions

Business > Services > Voice > Digital Voice Business

Digital Voice Business Softphone

My Account

----- Select Your Desired Function ----- ▾

Update Personal Particulars

My Particulars:

Name:

NRIC / FIN / Passport:

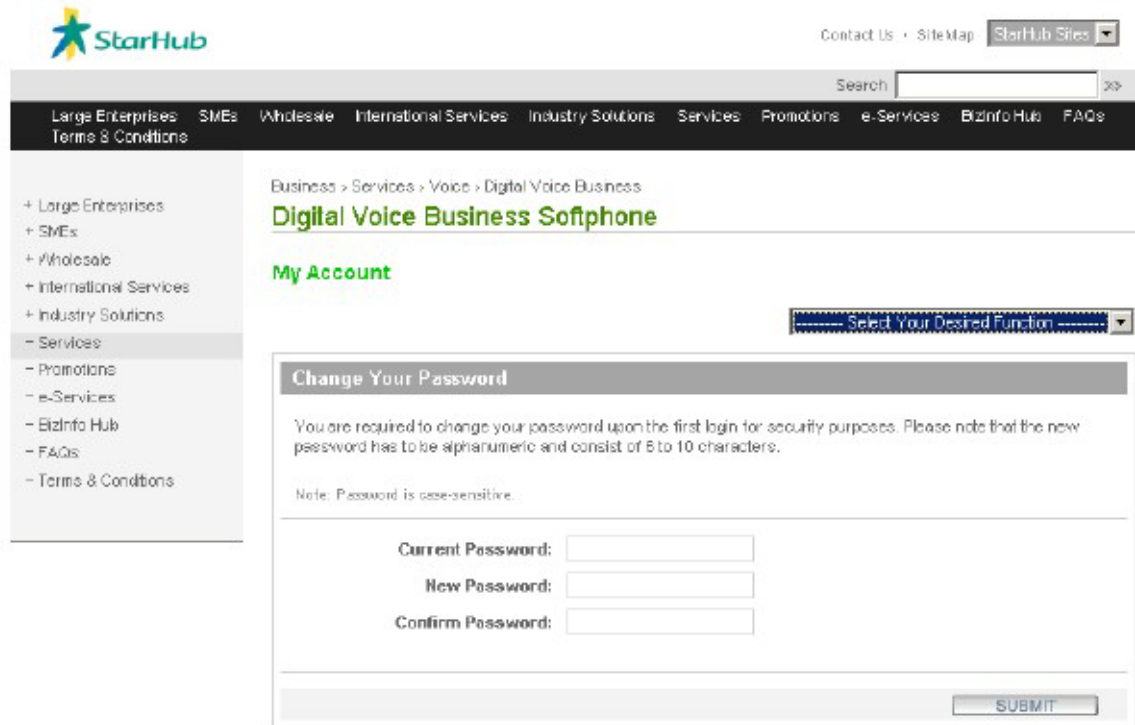
Address:

Postal Code:

Email:

Current Internet Service Provider:

4) Changing the Softphone Password



The screenshot shows the StarHub website interface. At the top right, there are links for 'Contact Us', 'SiteMap', and a 'StarHub Sites' dropdown menu. A search bar is located below these links. A dark navigation bar contains various service categories: Large Enterprises, SMEs, Wholesale, International Services, Industry Solutions, Services, Promotions, e-Services, BizInfo Hub, and FAQs. A left-hand sidebar lists these categories with expand/collapse icons. The main content area shows a breadcrumb trail: 'Business > Services > Voice > Digital Voice Business'. Below this is the page title 'Digital Voice Business Softphone' and a 'My Account' section. A dropdown menu labeled 'Select Your Desired Function' is open, showing 'Change Your Password' as the selected option. The 'Change Your Password' form includes a title bar, a message stating that a password change is required on first login and that the password must be alphanumeric and 6-10 characters long. A note indicates the password is case-sensitive. The form contains three input fields: 'Current Password', 'New Password', and 'Confirm Password'. A 'SUBMIT' button is located at the bottom right of the form.

7. Troubleshooting

The following are some steps to troubleshoot some general issues that may arise when using the EnterpriseVoice SoftPhone.

Connection Issues

Unable to see the message “Ready, Your username is xxxxxxxx” on the SoftPhone or there is no dial tone.

Steps to check:

1. Try restarting SoftPhone. Make sure you close the application, and not simply minimize it. If you see the icon in the bottom right panel of Windows (the System Tray), right-click and choose Exit.

2. Try restarting your computer or device.

3. Make sure that your computer or device can connect to the Internet (or LAN if appropriate). If you cannot connect, please contact your Internet Service Provider, or network administrator.

4. Make sure the following ports below are not blocked:

- SIP port 5060 using UDP protocol
- TFTP port 69 using UDP protocol
- RTP ports 10000 through 19999 using UDP protocol

Note: If you running multiple applications on the PC, perform heavy upload/download of data with limited broadband access bandwidth or Internet congestion periods can also be the causes for failing to get connected to use the service.

Calling Issues

LOGIN FAILED: SERVICE UNAVAILABLE

This error message may appear if the SoftPhone is not able to connect to StarHub's EnterpriseVoice network.

Suggested action:

Please refer to the steps under Connection Issues.

LOGIN FAILED: REQUEST TIMEOUT

This error message may appear if the EnterpriseVoice SoftPhone is able to connect to StarHub's EnterpriseVoice network but failed due to connection problems.

Suggested action:

Please refer to the steps under Connection Issues.

YOUR ENTERPRISEVOICE SERVICE IS NOT ACTIVATED

This error message appears if the EnterpriseVoice service has not been activated or inactive.

Suggested action:

Login to the EnterpriseVoice Softphone Portal to check that the service is activated

THE USERNAME OR THE PASSWORD IS INCORRECT

This is normally caused by an incorrect Login ID or Password.

Suggested action:

Check that you entered your Login ID and Password correctly

“CALL FAILED: 404 NOT FOUND”

This can occur if you dial a wrong number, or the number does not exist.

Suggested action:

Double-check the number of the other party.

I CAN REGISTER AND MAKE CALLS, BUT CANNOT RECEIVE CALLS

Suggested action:

Login to the EnterpriseVoice Softphone Portal to check that the service is Active or call our Customer Care at 1800-823 3333 for further assistance

I CAN REGISTER AND RECEIVE CALLS, BUT CANNOT MAKE CALLS

Suggested action:

Login to the EnterpriseVoice Softphone Portal to check that the service is Active or call our Customer Care at 1800-823 3333 for further assistance

I CAN HEAR THE OTHER PARTY, BUT THEY CAN'T HEAR ME (OR VICE VERSA)

Suggested action:

1. Ensure mute is off

2. If you are connected behind a router/firewall, make sure the following ports below are blocked: not

- SIP port 5060 using UDP protocol
- TFTP port 69 using UDP protocol
- RTP ports 10000 through 19999 using UDP protocol

Audio Problems

There are several factors that may affect sound quality when using the SoftPhone. These include the quality of the network connection, network device quality, and headset model. Some of the common problems experienced are given below, along with some useful tips on how to minimise their effect:

THERE IS AN ECHO

Suggested action:

- 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.
- If using a boom type headset, note that some boom headsets can create feedback between the boom microphone and the headset earpiece.
- The microphone balance is not muted in the playback section of Windows audio controls. When onfiguring sound, examine the volume control setting.
- Echo will occur if your microphone can pick up sounds coming from the speakers used for the SoftPhone call (when not using an integrated headset).
- The microphone level might be too high or the amplifier might be turned on in the generic Windows audio controls.

NO AUDIO OUT

Suggested action:

- Can you hear audio from other programs that play sound?

- Make sure your speakers or headphones are plugged into the appropriate port on your computer
- Ensure that your master volume is not muted, or set to minimal volume.
- If you install a new USB sound device, it may become the Windows default sound device.

NO AUDIO IN

Suggested action:

- Check if you can record audio with other programs on your computer, such as Microsoft Sound Recorder.
- Ensure that your microphone or headset is plugged in, turned on, and not muted.
- Ensure that the SoftPhone is not muted.
- Try installing the latest driver for your audio device. This should be available from your computer manufacturer.

POOR AUDIO QUALITY

Suggested action:

- use a quality headset
- try moving the microphone closer to or further from your mouth
- ensure your microphone or speaker volume is too high or you may hear a “crackling” sound
avoid downloading large files during a call
- install the latest driver for your sound adapter

Other Issues

MULTIPLE IP ADDRESSES ON THE SAME COMPUTER

If your computer has more than one IP address, the SoftPhone may have difficulty choosing the correct address for SoftPhone calls.

To set the correct IP address manually, configure the following settings as instructed below:

Settings Menu -> System -> Network -> Auto-Detect IP Address: Unchecked

Local IP Address: [User Computer's IP address]

NAT Firewall IP Address: [IP address of the user's NAT or firewall]

Another solution is to disable all but one network adapter until after the SoftPhone starts.

