



Lingo SoftPhone User Guide

For Windows XP or Windows 2000

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What is SoftPhone?

SoftPhone is an add-on service. It gives you the freedom to make and receive phone calls through your laptop or desktop computer. Simply download and install the application and talk from virtually anywhere!

SoftPhone is completely separate from your Lingo line. SoftPhone has a different phone number, different call forwarding settings, different voice mail, etc...

You will also need a headset with a microphone (not included with Lingo SoftPhone service).

SoftPhone Features:

- Anonymous Call Rejection
- Authentication
- Basic Call Logs
- Caller ID with Name
- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Selective
- Calling Line ID Delivery Blocking
- Call Return
- Call Transfer
- Call Waiting
- Call Hold
- Do Not Disturb
- External Calling Line ID Delivery
- Internal Calling Line ID Delivery
- Last Number Redial
- Simultaneous Ring
- Speed Dial 8
- Voice Messaging User
- Outlook Contact Integration
- Three-Way Calling

System Requirements

As with Lingo, you will need a high speed Internet connection and a PC with the following system requirements:

- Minimum Pentium III processor
- Minimum 128 MB of total system memory
- Minimum 20 MB hard disk space for installation
- Java Runtime 1.5*
- Windows XP or Windows 2000

NOTE: SoftPhone is NOT compatible with Windows Vista or Macs.

*SoftPhone requires Java Runtime Environment version 1.5 (JRE). During the installation process you may get a JRE error when you attempt to open the SoftPhone.exe file.

If you receive a runtime error, you can manually download the Java runtime environment here:
http://java.sun.com/products/archive/j2se/5.0_10/index.html



1. Go to the bottom link for JRE (JRE 5.0 Update 10).
2. Click "Download JRE", you will be taken to the download page.
3. Select either of the first two Windows options.

Download and Install SoftPhone

1. Login to your Lingo account.
2. Click on "My Plan".
3. Click on "Download SoftPhone".
4. Scroll to "Download and Install SoftPhone" and click on and install the file.
5. You will now see the SoftPhone installation wizard.
6. Follow the setup instructions for each step, continue clicking through the Wizard until you reach the end, then you will be ready to launch the application.
7. Click "Finish" to complete the Wizard.



Login to SoftPhone

Double-click the SoftPhone icon from your desktop or go to the Start Menu > Programs > Lingo SoftPhone to open the SoftPhone application.

Windows Security Alert

To help protect your computer, Windows Firewall may block programs and display a message giving you the option of unblocking the program. Should this occur on your computer, check "Unblock".

Once you sign in to SoftPhone, go to the help menu to login (Help > Sign In). You have the option of saving your information so that you do not have to fill it out every time you open SoftPhone.



User ID: SoftPhone user ID is your Lingo username followed by “_sp@lingo.com” such as “jsmith_sp@lingo.com”

Password: Same as your Lingo password.

Login Errors

See below for common login errors and how to troubleshoot. Contact Customer Care if you encounter other errors and you are unable to troubleshoot.

1. “Auto provision failed” > This means your PC has no network connectivity.
2. “User is not found on Network Server” > You need to add domain name to your username (“@lingo.com”).

SoftPhone Interface

The SoftPhone screen has four tabs:

- Home
- Contacts
- Call Logs
- Active Calls

Home Tab



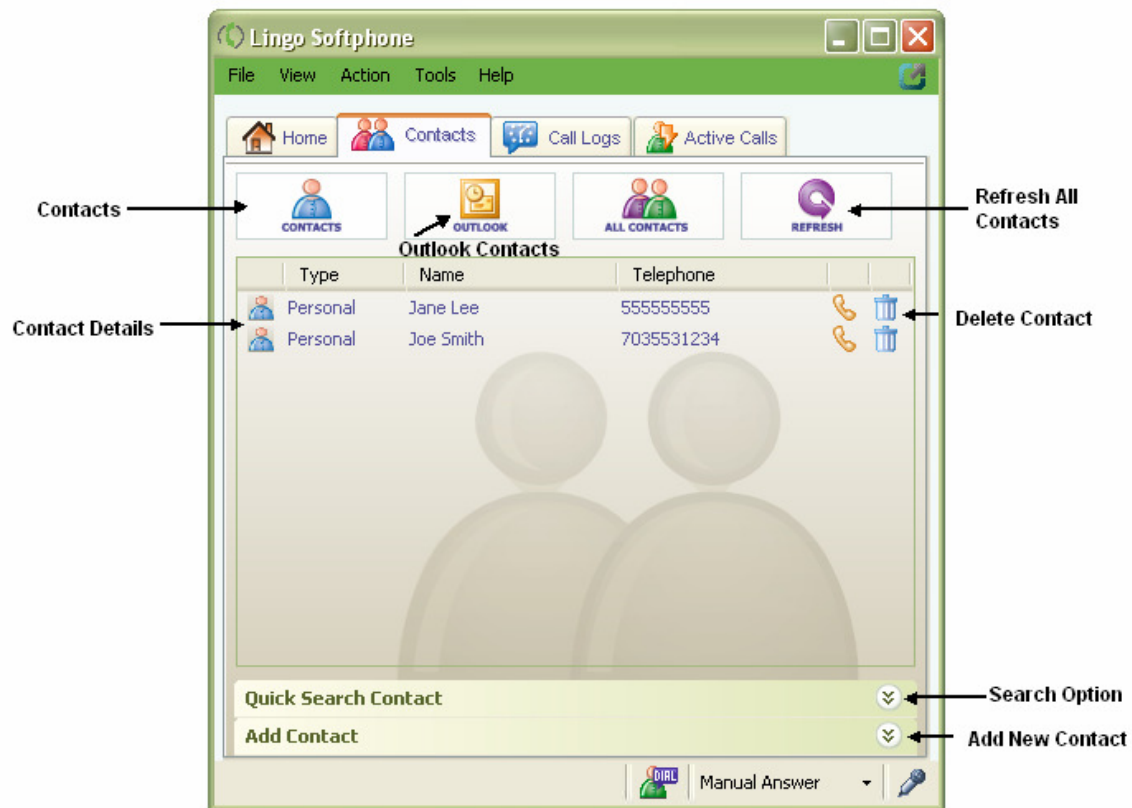
1. **Menu Bar**
The Menu Bar has five menu options: File, View, Action, Tools, and Help.
2. **Home Tab**
Make phone calls from this tab. Voicemail message count can be seen on this page, click on the "envelope" icon for quick access to the voicemail box.
3. **Dial Pad**
The dial pad is used for making phone calls.
4. **Status Bar**
Displays the current call status.
5. **Number Entry Box**
This box is used to make a new call. Type in the numbers in the box with the keyboard or dial pad. View previously called numbers by pressing the down arrow icon.
6. **Call Button**
After entering a number in the number entry box, click on the Call button to make a new



call.

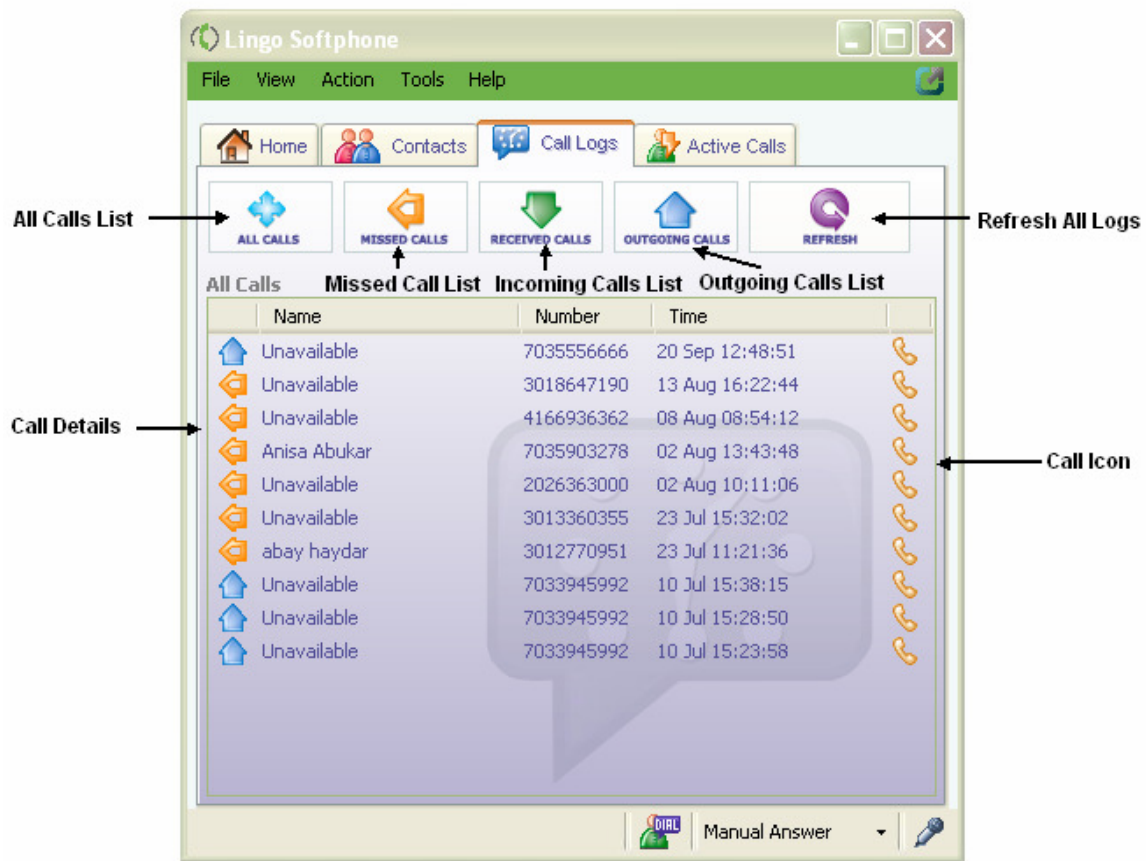
7. Mute Button
8. User Status
Three status options: manual answer, auto answer and do not disturb. Select and inform calling parties about calling status.
9. Quick Dial Icon
Links to the Home Tab, click here to make a new call using the dial pad.

Contacts Tab



1. **Contacts Tab**
Displays contact lists that can be used to make a call.
2. **Outlook Tab**
Displays Outlook contact list. To import contacts from Outlook, go to *Tools* and select *Import Outlook Contacts*.
3. **All Contacts**
Displays all contacts and detailed information.
4. **Refresh**
Refreshes contact list with updated information.
5. **Quick Search Contact**
Use to search for a particular contact.
6. **Add Contact**
Use to add a new contact.

Call Logs Tab



1. Call Logs Tab
Displays details about calls, missed calls, received calls and outgoing calls.
2. All Calls
Displays all calls.
3. Missed Calls
Displays missed calls.
4. Received Calls
Displays incoming calls.
5. Outgoing Calls
Displays outgoing calls.
6. Refresh
Refreshes all call logs.
7. Call Icon
Make a call by clicking on the yellow phone icon beside a contact.



Active Calls Tab

All active call information is available from this tab. After a successful call is established, SoftPhone displays the Active Calls tab.

SoftPhone Calls

Make a Call

After logging in to SoftPhone, you will be placed on the Home tab. The Home tab consists of a dial pad, a drop-down menu to enter telephone numbers, a CALL button to make a call, a messages indicator, and a call log.

There are two different ways to make an audio call, by using the dial pad to select the telephone number to dial, or by clicking on the drop-down menu and entering the telephone number using the key pad on the keyboard.

To make an audio call using the dial pad:

1. Using the mouse on your computer, click on the dial pad, select a ten-digit number.
If you want to make an international call, you need to add the international country code (011 + country code + number). For example, if calling the UK, you would dial (011 44 + number).
2. Click the **CALL** button to place the call.

To make an audio call using the key pad on the keyboard:

1. Using the key pad on the keyboard, select a ten-digit number to dial.
If you want to make an international call, you need to add the international country code (011 + country code + number). For example, if calling the UK, you would dial (011 44 + number).
2. Click the **CALL** button to place the call.

Whichever way the audio call was initiated and after the **CALL** button has been clicked, the audio call will be placed.

The *Home* tab switches to the *Active Calls* tab; a line appears, showing the audio call that has been initiated, and displaying the number that has been dialed.

Once the other party answers the call that had been initiated earlier, the status of the call changes from *Ringin*g to *Active*. *Active* means that both parties are on a call.

After a call becomes *Active*, the line appearance of the call displays several options to

control the call. These options are **HOLD**, **TRANSFER**, and **HANG-UP**. **HOLD** enables the call to be placed on hold, **TRANSFER** enables the call to be transferred to another party, and **HANG-UP** enables the initiated call to be terminated.



Multiple Call Appearances

SoftPhone lets you have multiple calls active (all but one on hold) at any time. This feature only works if Call Waiting is turned on.

Three-Way Calling

Talk with two contacts at the same time with three-way calling. Place a call to the first contact.

While talking to the first contact, the second contact will call you and you will receive a pop up box giving you the option to answer or ignore the incoming call. By selecting "Answer" the original call is automatically placed on hold and the new incoming call becomes the active call.

To start a three-way call select the conference button for the active call. The second call is still on hold waiting for you to add him to the conference, click "conference" to start three-way calling.

You can also be on a call, put it on hold, then call a second number and start three-way calling.

The call will continue if one of the two contacts hangs up, but the call will terminate if you hang up.

Answer an Incoming Call

1. When an incoming call comes in, an alert message appears.
2. To answer the call, click **Answer** or to ignore the call, click **Ignore**.
3. If you answer the call, it becomes active.

Place an Active Call on Hold

Once a call has been initiated, the call can be placed on hold. Under the line appearance for an *Active* call, there is a **HOLD** button that if clicked, places the *Active* call on hold.

After the **HOLD** button has been clicked, the *Active* call is placed on hold.

After the **HOLD** button has been clicked, the calling party is placed on hold and then the line appearance status changes from *Active* to *Hold*. (Note that when a call is on hold, the Transfer button is not available.)

To take the call off hold, click **ANSWER**. The party that was placed on hold is brought back and the line appearance becomes *Active* again.



Transfer a Call

During an *Active* call, the call may be transferred to another party. Under the line

appearance of an *Active* call there is a **TRANSFER** button, which if clicked on, opens a second window that enables the call transfer.

After the **TRANSFER** button has been clicked, the *Active* call is placed on hold and the Transfer Call window opens.

The Call Transfer window enables you to place the calling party on hold and transfer the party to another end point. There are two ways to determine where to transfer the call to:

1. You can select a contact to transfer the call to, by selecting a contact from the *All Contacts* box.
2. You can use the key pad on the keyboard and enter the telephone number manually into the *Number* box.

After selecting a party, indicating where the call will be transferred, you can transfer the call in two ways. The two ways of transfer are:

Blind Transfer

Once a contact has been selected to transfer the call to, click the **SEND DIRECTLY TO** button in the Call Transfer window to transfer the call to the selected party. This is considered a blind transfer.

Consultative Transfer

To initiate a consultative transfer, first select the contact you want to transfer the call to, but instead of clicking on the **SEND DIRECTLY TO** button which will initiate a blind transfer, click the **CALL** button. By clicking the **CALL** button, the selected contact end point will ring. Once the selected contact answers and if the party is ready to accept the transferred call (agreed over phone), then you can click the **TRANSFER** button to transfer the call. This is called a consultative transfer.

Once the call has been transferred, the call appearance disappears from the *Active Calls* tab.

Note that when there is a consultative call in the *Active Call tab*, the call is converted to audio even if the user has multimedia features.

The *Call Transfer* window has a search option that is used to quickly find a contact and transfer the call to that particular person.

Volume Control

To adjust the call volume go to the *Windows Start Menu > All Programs > Accessories > Entertainment > Volume Control*.



Voice Message Portal

SoftPhone provides a count of voice messages that are waiting for the user in the voice message portal. To dial the voice message portal, simply click on the mail envelope icon next to the message count. SoftPhone automatically places a call to the voice message portal with the respective user number.

Search for a Contact

1. To search for a contact, click the *Contacts* tab.

At the bottom of the *Contacts* tab window there is a sub menu called *Quick Search Contact*.

2. Enter the full name or first few letters of the name to see the results displayed in the contacts window.

Add a Contact

1. To add a contact, click the *Contacts* tab.
2. Select the *Add Contact*.
3. Enter the contact's name and telephone number.
4. Once the required information has been entered, click the *Add Contact* button to add the contact.

To verify that a contact was added, check the *Contacts* window where it shows the new contact information.

Click-To-Dial

The Click-to-Dial functionality can be initiated from any contact in the *Contacts* tab. For example, click the *Contacts* tab and then click the **OUTLOOK** button to view all Outlook contacts. Beside each contact there will be an icon of a telephone handset. When this icon is clicked, a call will be initiated to the intended party.

View All Call Logs

To view all calls, that is, missed calls, received calls, and outgoing calls, select the *Call Logs* tab, and then select the **ALL CALLS** button to view all calls that have been received through SoftPhone. Click on the phone icon to dial the number for a particular call log entry.

View Missed Calls

To view all missed calls, select the *Call Logs* tab, and then select the **MISSED CALLS** button to view all calls that have been missed. Click on the phone icon to dial the number for a particular call log entry.

View Received Calls

To view all received calls, select the *Call Logs* tab, and then click the **RECEIVED CALLS** button to view all calls that have been received. Click on the phone icon to dial the number for a particular call log entry.

View Outgoing Calls

To view all outgoing calls, select the *Call Logs* tab, and then select the **OUTGOING CALLS** button to view all calls that have been placed. Click on the phone icon to dial the number for a particular call log entry.

Refresh All Call Logs

To refresh all call logs, select the *Call Logs* tab, and then click the **REFRESH** button to refresh all call logs.

Download Outlook Contacts to SoftPhone



To import contacts from Outlook, go to *Tools* and select *Import Outlook Contacts*. This imports contacts from Outlook.

Mute

The **Mute** button, which is the microphone icon on the right bottom corner of the SoftPhone screen, is used to mute or silence the voice of the caller.

You can easily mute your voice during the voice conversation with other parties. For example, party A, B, or C can mute their voice during a call. If party “A” mutes his/her voice, then “B” and “C” will not be able to hear party “A’s” voice. But party “A” will be able to hear the voices of party “B” and “C”. The same applies to party “B” and “C” if they create the same scenario.

When the mute function is activated, the microphone icon has a red circle with a line through it to indicate that mute is “on”. To deactivate, simply click the microphone icon.

User Status (Manual Answer, Auto Answer, and Do Not Disturb)

Users can define their status by using this feature, which is available at the bottom of the SoftPhone screen beside the microphone icon.

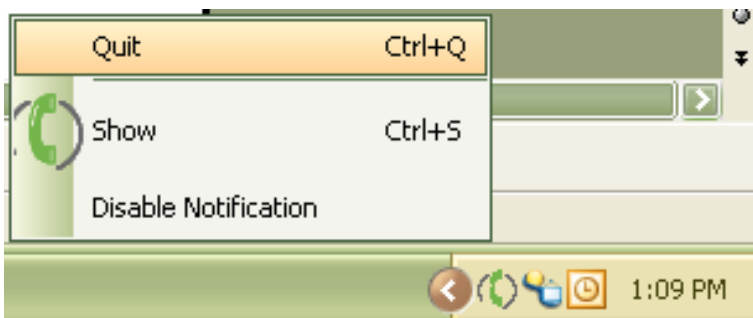
By default, the user status is set to Manual Answer. When a user receives a call invitation, the user has to receive that call manually. If the user does not want to do this manually, then the user can select Auto Answer mode. All the calls are automatically accepted in the Auto Answer mode. The user can also show the user status as Do Not Disturb which sends callers to voice mail (assuming that the voice mail has not been turned off).

Check for Updates

The user can check if there is an update to the application. A notification appears on the screen if you select *Check For Updates* from the Tools menu bar.

Shutdown SoftPhone

To shutdown SoftPhone, go to *File > Exit* or go to the system tray, right click the SoftPhone icon and click quit.



Uninstall SoftPhone

To uninstall SoftPhone, go to *Start Menu > Programs > Lingo SoftPhone > Lingo SoftPhone Uninstaller*.