

# SIP Soft Phone User Guide

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## Introduction

The SIP (Session Initiation Protocol) Soft Phone is an on-screen dial pad you can use to place and control calls from your Windows desktop using SIP-based communications.

You can use SIP Soft Phone with the Interaction Client (.NET Edition).



## Logging into the Soft Phone

1. Plug in your USB headset and wait for your computer to display that it is ready to use.
2. If you are not on campus - connect to the internet, open and connect to the Virtual Private Network (VPN).
3. Double click the SIP Soft Phone Icon on your desktop, or go to **Start > Programs > Interactive Intelligence > SIP Soft Phone**.
4. The Soft Phone Icon will appear in your system tray. Allow it a few seconds to update and start.
5. Hold your mouse over the Icon (without clicking) to see the status of the phone. When it says "Connected - <your number>", it is ready to use (Figure 1).

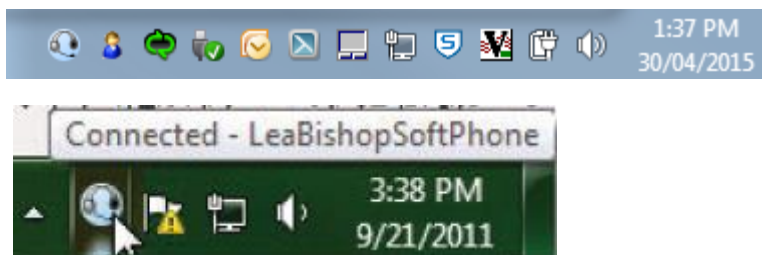


Figure 1 - System Tray

6. Open IC. If already open, select **File > Change Station...** (Figure 2).

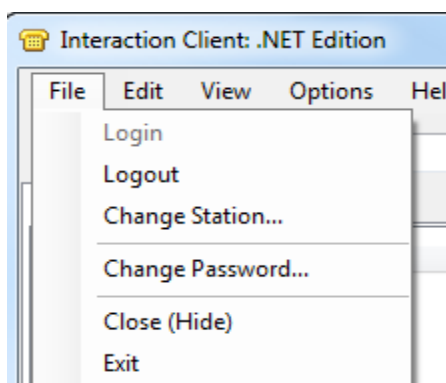


Figure 2 - Change Station

- Under Station Type, select SIP Soft Phone and click 'Change Station' (Figure 3). When you are successfully logged into your Soft Phone, the number will appear in the bottom left hand corner (Figure 4).

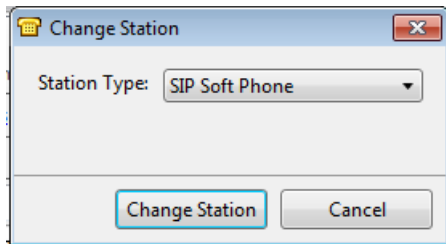


Figure 3 - Change Station Dialogue Box

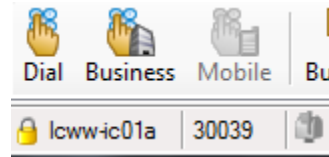


Figure 4 - Logged In

## Using the Soft Phone

When logged into your Soft Phone, you will no longer need a desk phone to use the system. All functions are performed using IC.

## Making a Call

To make a call:

- Enter the number you wish to dial into the Number text box (towards the top of the IC screen).
- Press 'Make Call'. The number will be dialed using the Soft Phone (Figure 5).

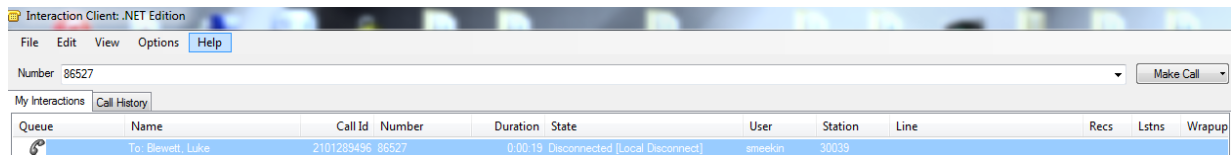


Figure 5 – Making a Call

## Receiving Calls

When someone calls you, a small window will pop up will appear on your screen (Figure 6). By clicking:

- Pickup** – you'll answer the call.
- Send to Voicemail** – you'll send the user to your voicemail for them to leave a message.
- Hold** – you'll answer the call but the caller will be placed on hold immediately.



Figure 6 - Incoming Call

## Working with Calls

You can manipulate calls using your Soft Phone through IC (just as you would when using your desk phone), by clicking the appropriate button (Figure 7) and following the instructions.

More information on these functions can be found in the IC Training Material.

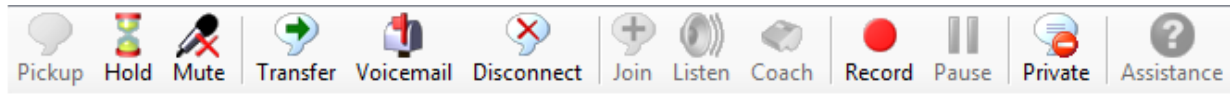


Figure 7 - Interaction Client Toolbar

## Using the Dial Pad

When a call is in progress, the dial pad displays the phone number of the person you are speaking to and the amount of time the call has been connected.

To display the dial pad:

- Right click the SIP Soft Phone Icon in the notification area of the window task bar.
- Click 'Dial Pad'.

## Making a Call

- Click the appropriate buttons on the dial pad (Figure 8) to dial the number.
- Select 'Make Call' to place the call.



Figure 8 – Dial Pad

## Ending a Call

- To disconnect a call - click 'Disconnect'.

## Placing a Call on Hold

- To place a call on hold - click 'Hold'.
- To retrieve the call from hold - click 'Hold' once more.

## Muting a Call

- To mute a call - click 'Mute'.
- To unmute the call - click 'Mute' again.

## Erasing a Number

- To erase a single digit when typing a phone number - click 'Erase'.

## Exiting the Soft Phone

To exit the SIP Soft Phone:

- Right click on the SIP Soft Phone Icon in the notification area of the Windows taskbar.
- Click 'Exit'.

## Help

Help can be found by selecting **Help > Show Help**.

The table of help contents lists all of the things that you can do with the SIP Soft Phone.