Verizon Collaboration Softphone User Guide

Version 1.12

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GETTING STARTED 1

Overview

The softphone provides you with an interface to use when making or receiving calls.

There are some features, that when enabled, conflict with the softphone. When any of the following features are on, you will not be able to answer calls on your softphone: Call Forwarding, Selective Call Forwarding, Do Not Disturb, Call Block, Locate Me, and Remote Office.

System Requirements

The Verizon Collaboration Plug-in Softphone is supported on the following platforms:

- Microsoft Windows XP®
- Microsoft Windows Vista®
- Microsoft Windows 7®

Training/User Guides

Training and user guides are available at https://customertraining.verizon.com. There are administrator and subscriber user guides, as well as a guide for your SIP phone.

Download the Softphone

1. Go to http://www.mymeetings.com. The *MyMeetings* site opens in a browser window.

Figure 1-1: MyMeetings

2. Select **Leader Tools | Collaboration Plug-ins** from the menu at the top of the page. The *Collaboration Plug-ins* screen appears.

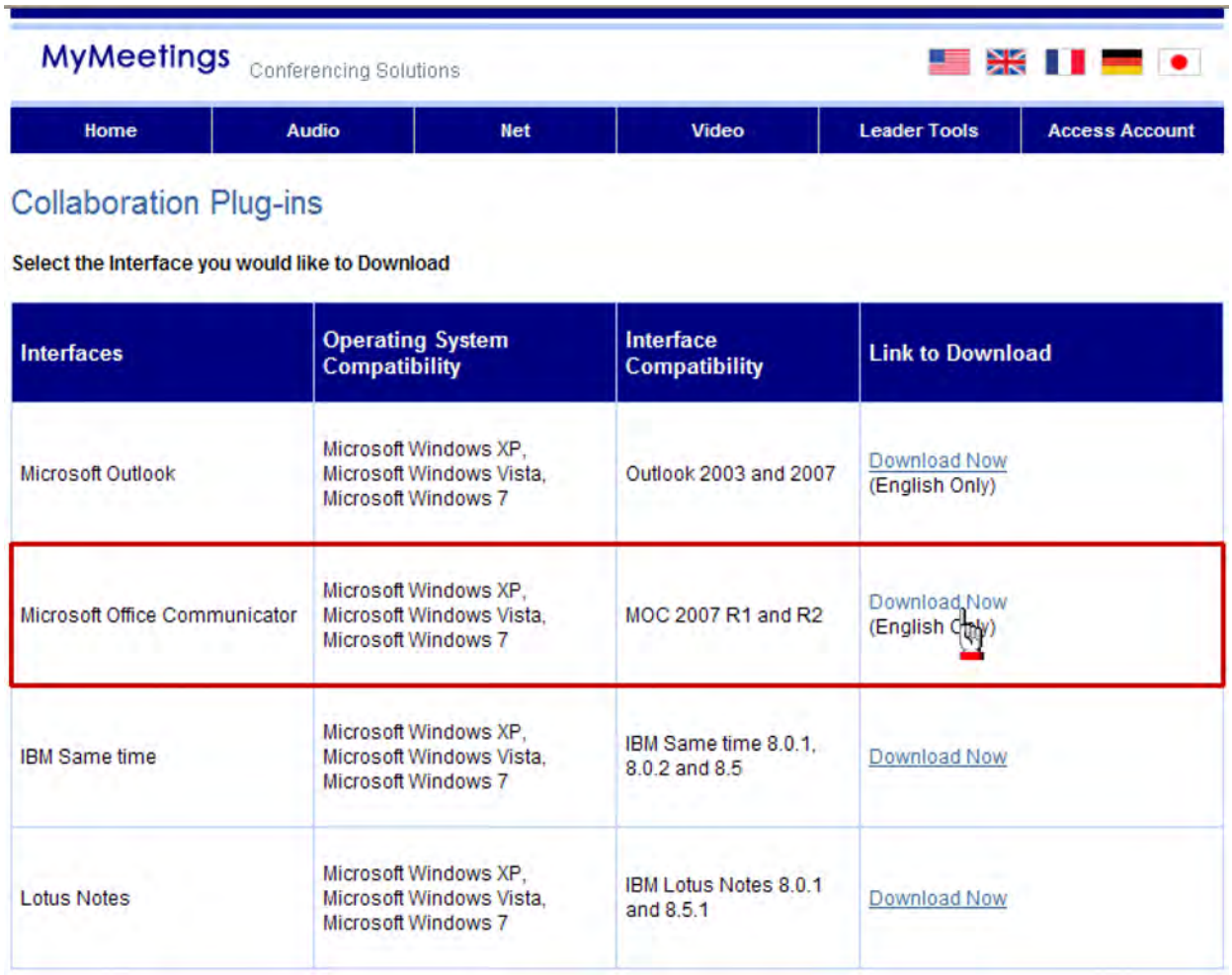


Figure 1-2: Collaboration Plug-ins

3. Click **Download Now** next to the Microsoft Office Communicator. The *Leader Login* screen appears.

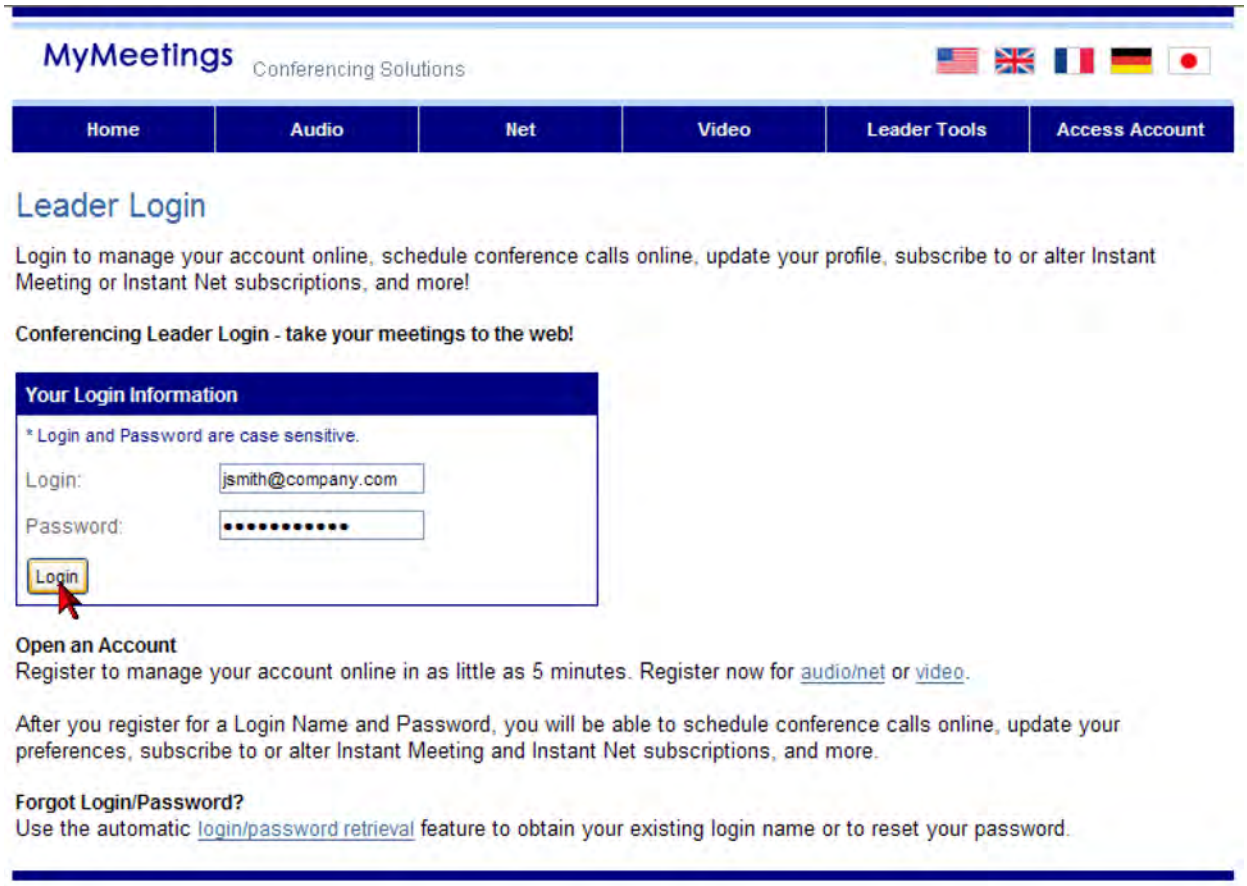


Figure 1-3: Leader Login

4. Enter your *Login* and *Password*.
5. Click **Login**. The security policy screen appears.
6. Click **Continue**. The *Download Verizon Collaboration Plug-in for Microsoft Office Communicator 2007* screen appears.

Note: You can also download the plug-in after logging in by selecting **Leader Tools | Collaboration Plug-ins** at the top of the screen.

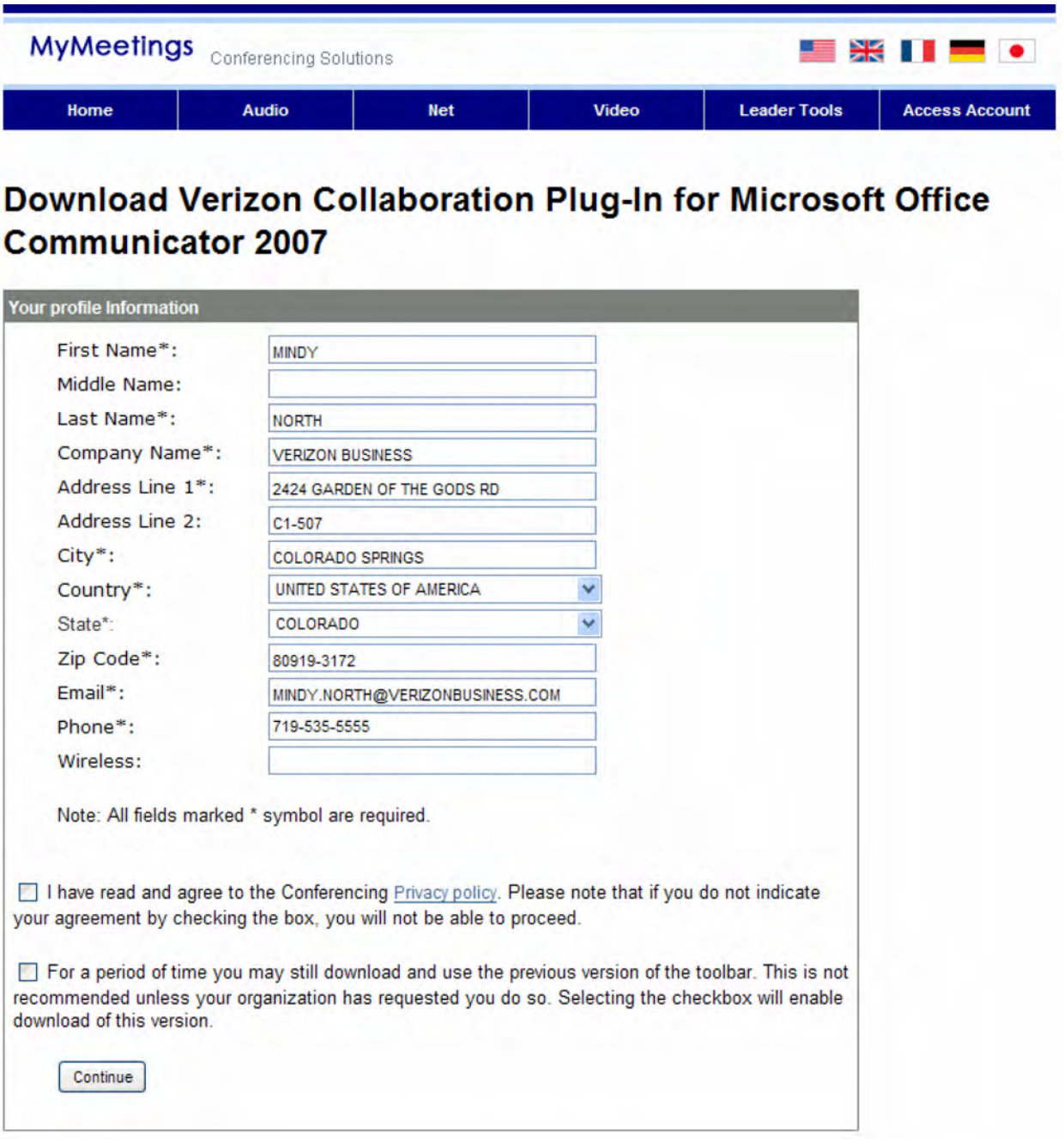


Figure 1-4: Profile Information

7. Complete your profile information.
8. Check that you have read and agreed to the privacy policy.
9. Click **Continue**. The *System Requirements* screen appears.
10. Check that you have read the terms and conditions.
11. Click **Download**.
12. Follow the instructions on the screen for installing the toolbar.

USE THE SOFTPHONE 2

Launch the Softphone

Before you can use your softphone to answer and manage calls, you must first launch it and acknowledge the 911 terms and conditions. You must do this every time you launch the softphone.

1. Go to **Start | All Programs | Softphone | Verizon Collaboration Softphone** to open it.
2. Click on the softphone. The *(911) Address Verification* pop-up appears.

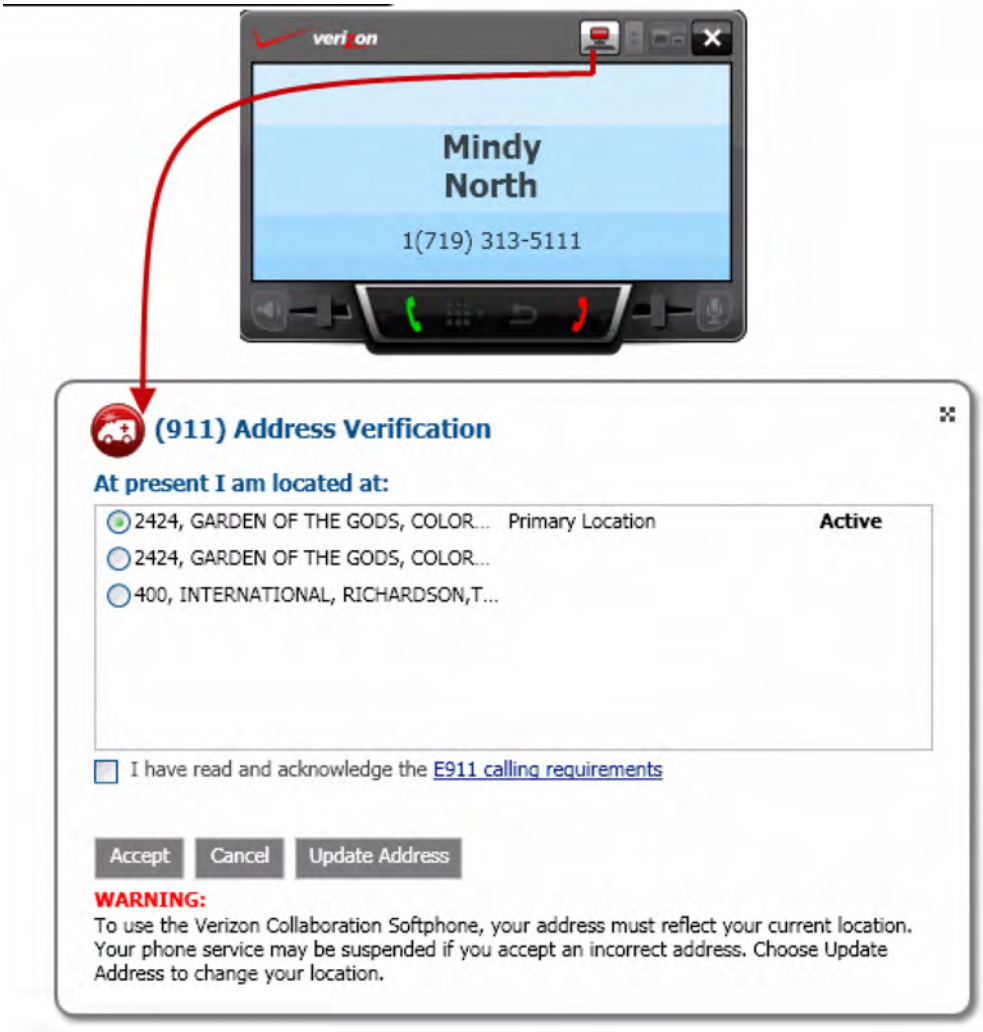


Figure 2-1: (911) Address Verification

3. Select the applicable address if more that one is listed.

   -OR-

   Click **Update Address** to change your location.

4. Read the **E911 calling requirements**, if applicable.
5. Check **I have read and acknowledge the E911 calling requirements**.
6. Click **Accept**. The icon turns green and the softphone is now active.

Figure 2-2: Softphone

Note: **European customers do not perform the above steps** - select your location (home office) from the drop-down list. To enable softphone E112 calls, select *My Assigned Company Offices*. Otherwise, E112 calls are disabled.

Expand the Softphone

You can expand your softphone to access additional features.

1. Click the icon in the top right corner. The softphone expands and additional options are available on the left side.

Figure 2-3: Standard and large softphone

Softphone Controls

You have many controls you can use while on a call.

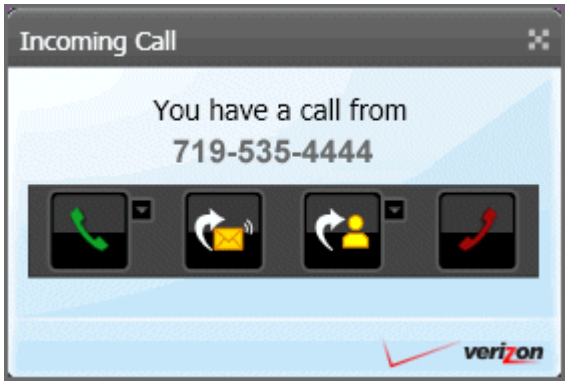
Control	Description
	Mute or un mute the speaker.
	Increase or decrease the speaker volume.
	Dial a telephone number, redial the last telephone number called, or answer an incoming call.
	Hide or show number keypad.
	Return to main screen.
	Disconnect or end a call.
	Increase or decrease the microphone volume.
	Mute or un mute the microphone.

Handle Incoming Calls

You can handle incoming calls from either the notification pop-up or the softphone.

Notification Pop-Up

When you receive an incoming call, a notification pop-up appears on your desktop.



Click to **answer** the call. Click the arrow to change the device you want to use to answer the call.

Click to **forward the call to voice mail** while the call is still ringing.

Click to **forward to another telephone number**. A drop-down list appears from which you can select the number. Click to make the transfer.

Click to **ignore** the call. The call is sent to your voice mail.

Softphone

Click to **answer** the call.

Click to **forward the call to voice mail** while the call is still ringing.

Click to **forward to another telephone number**. A drop-down list appears from which you can select the number. Click to make the transfer.

Click to place an active call on **hold**.

Click to **ignore** the call.

Place a Call

There a few different ways you can place a call. When placing long distance calls, dial 1 + area code + telephone number.

Manually

1. Click the number buttons on the softphone to enter a number manually.

   -OR-

   Use the keypad on your keyboard.

2. Click .

From Speed Dial

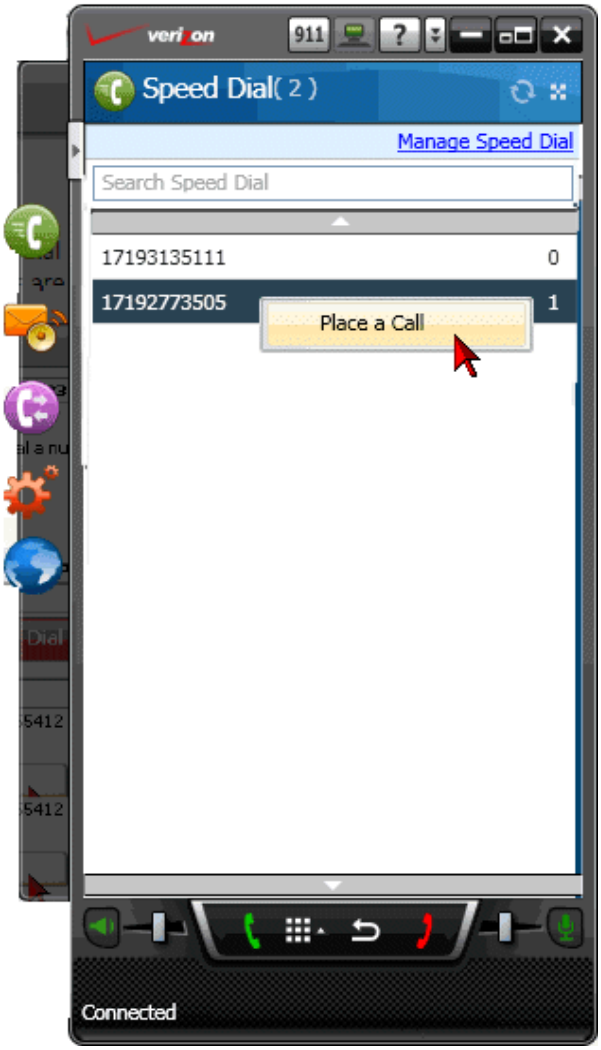
1. Click to access your speed dials.
2. Select a speed dial entry and click .

   -OR-

   Double-click on a speed dial entry.

   -OR-

   Right-click on a speed dial entry and select **Place a Call.**



From Call Log

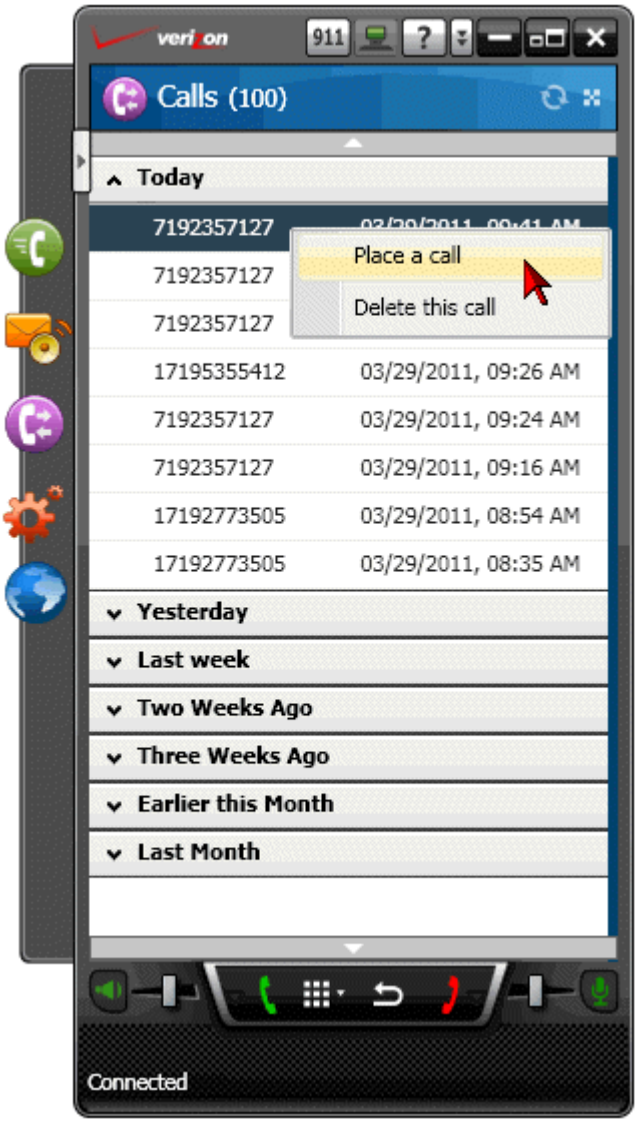
1. Click to access your call log.
2. Select the number you want to call and click .

   -OR-

   Double-click on a number.

   -OR-

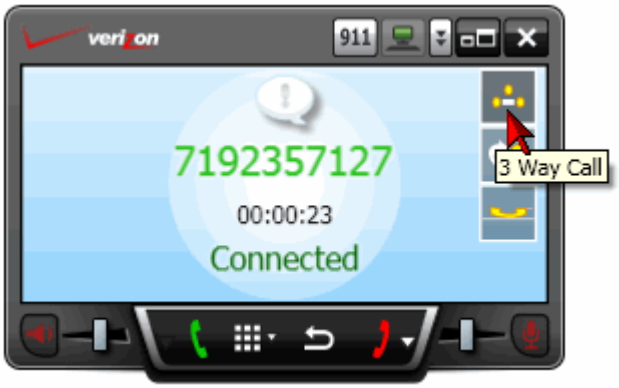
3. Right-click on a number and select **Place a Call.**



3-Way Call

You can place a 3-way call using your softphone.

1. While on an active call, click .



2. Click the number buttons on the softphone to enter a number manually.

   -OR-

   Use the keypad on your keyboard.

3. Click . Your 3-way call is connected when the third party answers.

Speed Dial

1. Click to access your speed dials.
2. Select a speed dial entry and click to place a call.

   -OR-

   Double-click on a speed dial entry to place a call.

   -OR-

   Right-click on a speed dial entry and select **Place a Call**.
3. Click **Manage Speed Dial** to open the *Settings* screen in ICP Web.

   Click **Speed Dial Numbers** to manage your speed dials.

Note: You can also manage speed dials using the Microsoft® Outlook® Toolbar.

Voice Mail

You can play voice mails, send as an attachment in an email, and delete.

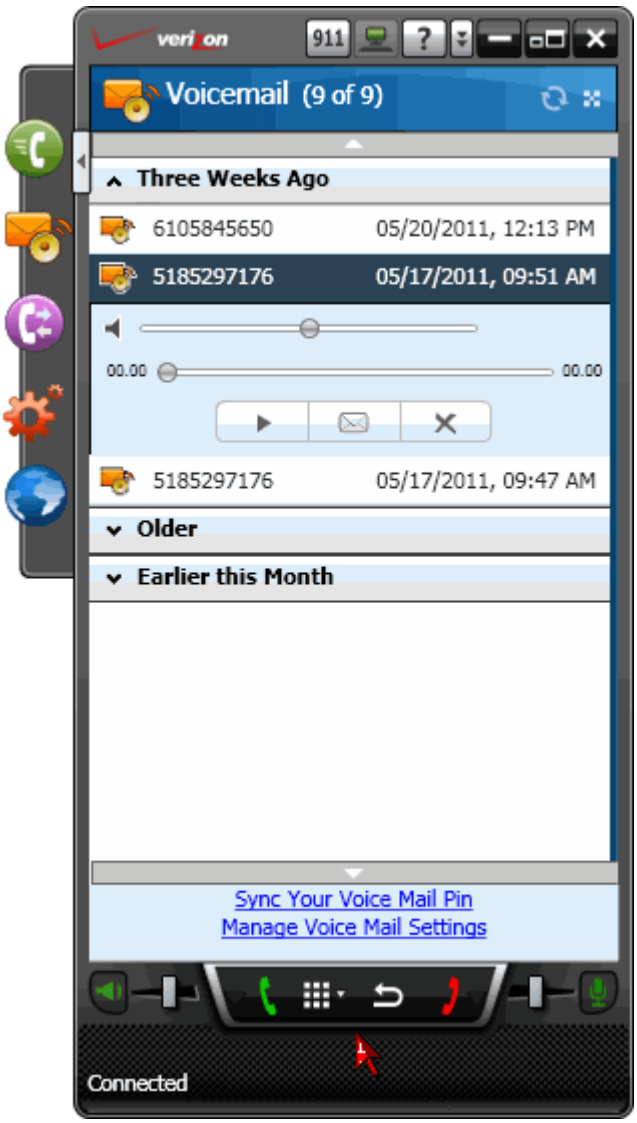
1. Click to access your voice mail.
2. Select a voice mail.
3. Click to listen to it.

   -OR-

   Click to attach the voice mail to an email.

   -OR-

   Click to delete it.
4. Click **Sync Your Voice Mail Pin** to open the *Voice Mail Retrieval Settings* screen in your ICP Web account to update your voice mail PIN. This is the PIN you enter when you call in to check your voice mail.
5. Click **Manage Voice Mail Settings** to open your voice mailbox in a browser window. Refer to the Voice Mail User Guide for instructions on managing your voice mail over the web.



Call Log

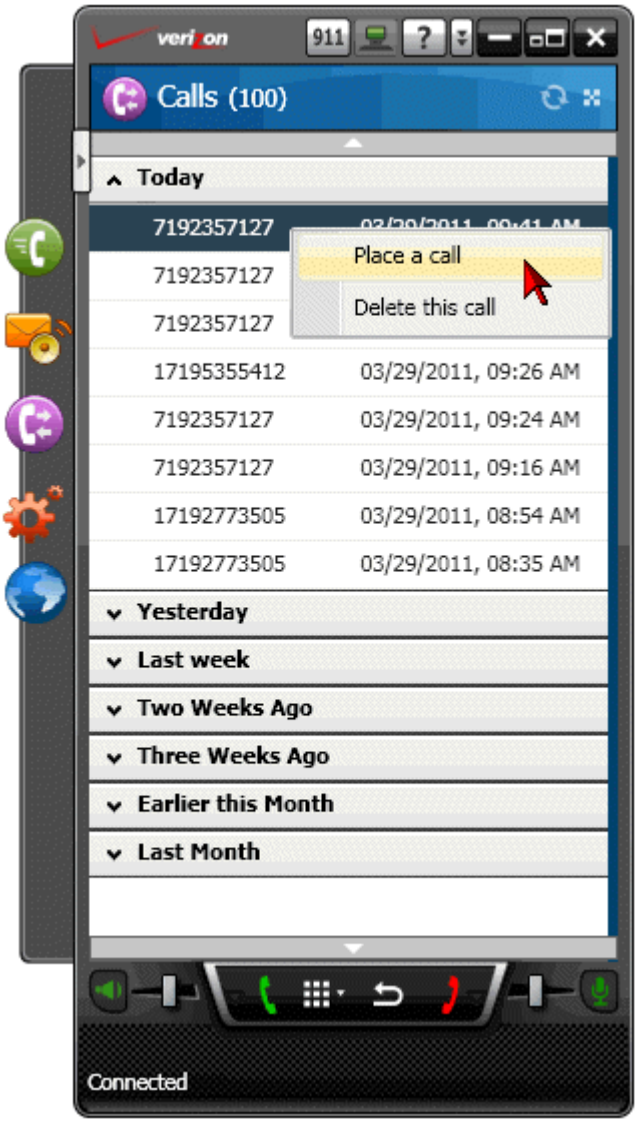
1. Click to access your call log.
2. Select the number you want to call and click .

   -OR-

   Double-click on a number.

   -OR-

3. Right-click on a number and select **Place a Call.**



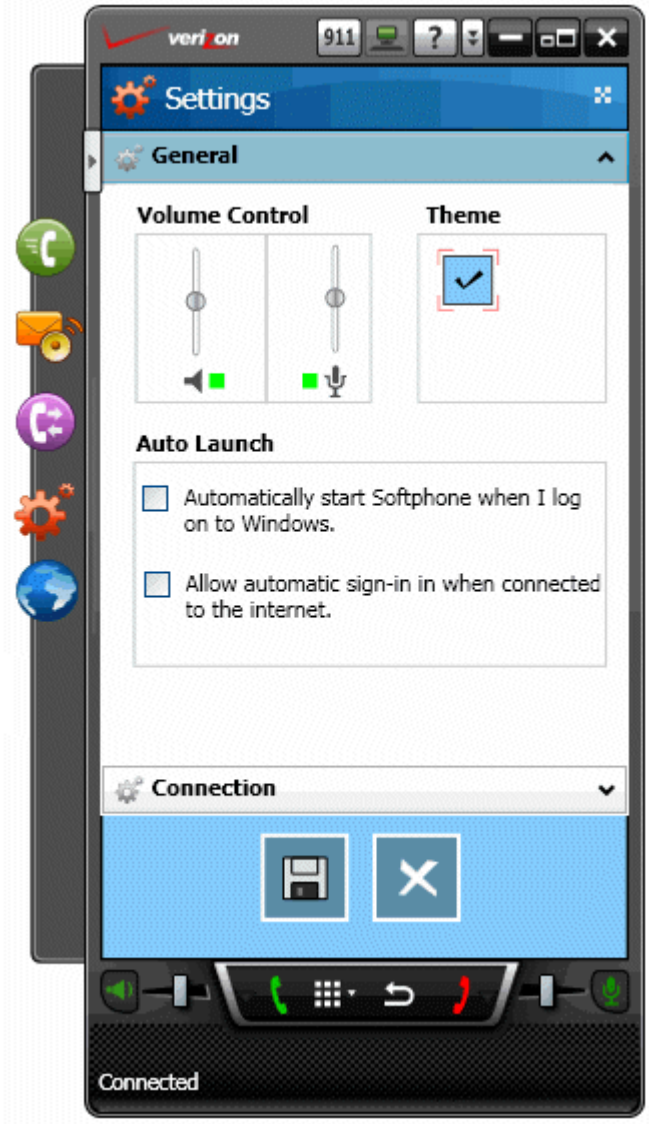
Settings

You can configure your general and connection settings for the softphone.

1. Click to access your settings.
2. Click **General** to configure your volume control for your speaker and microphone.
3. Check **Automatically start Softphone when I log on to Windows**, if applicable.
4. Check **Allow automatic sign-in when connected to the internet**, if applicable.
5. Click **Connection** if you use a proxy server and want to enter the proxy server information.
6. Click to save your settings.

   -OR-

   Click to cancel.



Launch ICP Web

You can access your ICP Web account from the softphone.

1. Click to launch ICP Web. Your ICP Web account opens in a browser window.

Note: Refer to the ICP Web User Guide for instructions. https://customertraining.verizonbusiness.com.

Sign Out

1. Click the drop-down arrow, and the **Sign Out**. The *(911) Address Verification* pop-up appears.
2. Check **I have read and acknowledge the E911 calling Requirements**.
3. Click **Accept**. Your are now signed out of the softphone.
4. Click the **X** in the top right corner to close.

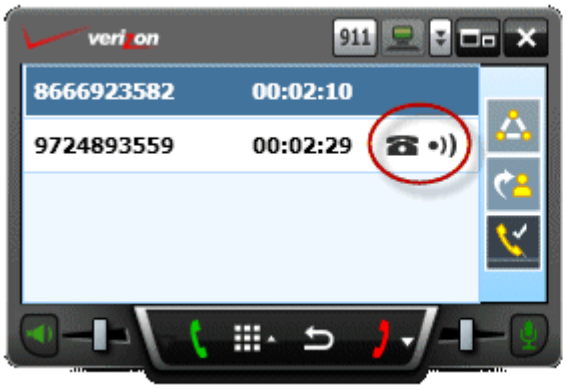
SESSION CONTROLLER A

The softphone is installed with the toolbar. When you answer a call, whether on your hard phone or softphone, it appears in the softphone. The softphone is also used as a session controller for your hardphone calls. Select the default device to answer incoming calls (hard phone or softphone) on the *Telephony Settings* screen in the *Preferences* window (see page 2-6).

Softphone Call

Below is an example of a softphone call that is selected and on hold (☎).

The •)) icon indicates an active call.



Softphone call selected and on hold (no active talk icon).

Click to place the call on hold.

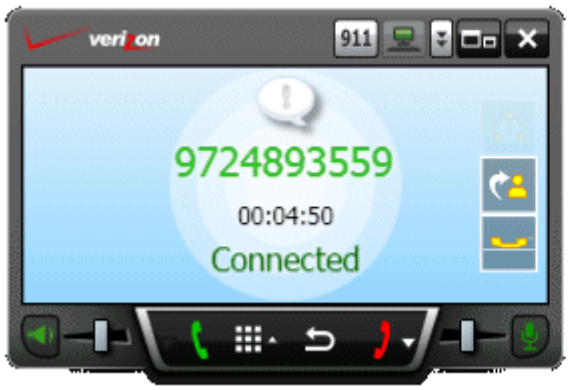
Click to resume the held call.

Click to transfer the call to another telephone number.

Click to initiate a 3-way call.

Hard Phone Call

Below is an example of a single active hard phone call. Since the softphone is acting as a session controller, you can put the hard phone call on hold or transfer it to another number.



Single active hard phone call.

Click to place the call on hold.

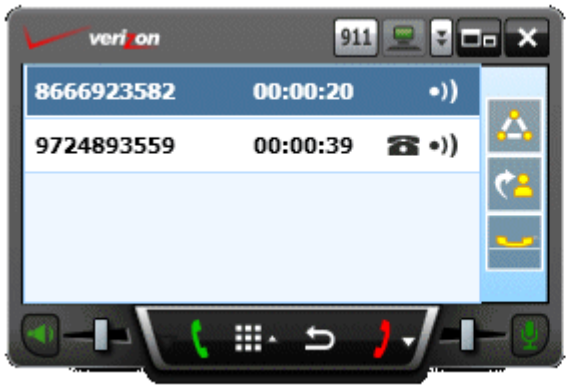
Click to resume the held call.

Click to transfer the call to another telephone number.

Note: The 3-way call option ( ) is only for softphone calls.

Softphone and Hard Phone Call

Below is an example of an active softphone call and an active hard phone call. Both calls are active (•))) and the hard phone call is on hold (☎).



One active softphone call and one acive hard phone call.

Click to place the call on hold.

Click to resume the held call.

Click to transfer the call to another telephone number.

Note: The 3-way call option ( ) is only available when the softphone call is selected.

Two Hard Phone Calls

Below is an example of two hard phone calls. The top call is active (•))) and both calls are on hold (☎).

Click to place the call on hold.

Click to resume the held call.

Click to transfer the call to another telephone number.

Note: The 3-way call option ( ) is only for softphone calls.

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