



IP Desktop Softphone (Windows) for Alcatel-Lucent Communication Servers

Version - 21

User manual

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1 Legal notice

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2 Document History

Edition	Date	Changes / Comments / Details
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2.0	2015-5-19	OXO compliance
3.0	2018-11-15	Legal notice
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5.0	2019-01-11	Overall review
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19.0	2022-08-11	TFTP2 remark.
20.0	2022-09-12	Accessibility improvement
21.0	2022-11-14	Call Indicator Light

3 Terminology

Acronym	Signification
OXE	OmniPCX Enterprise
OXO	OXO Connect or OXO Connect Evolution
PABX	Private Alcatel-Lucent Branch Exchange, meaning OXE or OXO.
TFTP	Trivial File Transfer Protocol
UDP	User Datagram Protocol
RTP	Real Time Protocol
RTCP	Real Time Control Protocol
UA	Universal Alcatel
GD	Gateway Driver
GA	Gateway Appliance
VPN	Virtual Private Networking
AOM	Add-On Module
CA	Certificate Authority
CTL	Certificate Trust List
TLS	Transport Layer Security
DTLS	Datagram Transport Layer Security
TOFU	Trust On First Use
Pro-ACD	Phone set for call center agents

4 Introduction

4.1 Purpose of the document

The purpose of this guide is to provide the user with step by step visual guidance to make the IP Desktop Softphone application ready to use on their Windows desktop. It also explains how to use the application and main telephony features.

This guide is intended for end users of the application.

4.2 Application scope

This guide describes the use of the application: IP Desktop Softphone version 13.x only.

4.3 Summary of this guide

This guide covers the configuration, registration and operational procedures of the IP Desktop Softphone application.

The operational part covers the description of the screens and buttons as well as the use of the following telephony features: making calls, receiving calls, messaging, and keys programming.

4.4 Related documents

For installation please consult the following document: IP Desktop Softphone - Installation and configuration manual.

4.5 Licensing

No license system is included in the IP Desktop Softphone application. This aspect is managed at the level of the communication server (OXE or OXO).

4.6 Customer Support

Please contact your system administrator or Alcatel-Lucent Enterprise Business Partner for support.

5 Prerequisites

The IP Desktop Softphone requires Microsoft .NET Framework 4 and Windows installer 3.1. To install Microsoft .NET Framework 4 (if not already installed) please refer to:
<https://www.microsoft.com/en-us/download/details.aspx?id=53345>.

6 Configuring your IP Desktop Softphone

6.1 Getting started

In your system, the Administrator has installed the application: **IP Desktop Softphone** and has done the required basic configuration. When you boot your system, this application does not automatically launch itself. To launch this application, click the following icon. The application had placed this icon in your desktop, during the process of its installation.

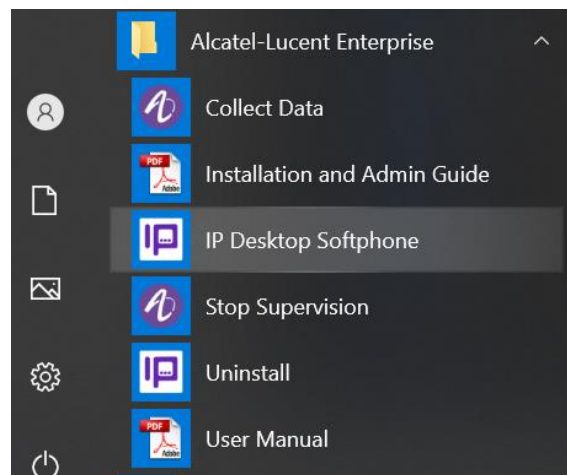


You can also launch the application:

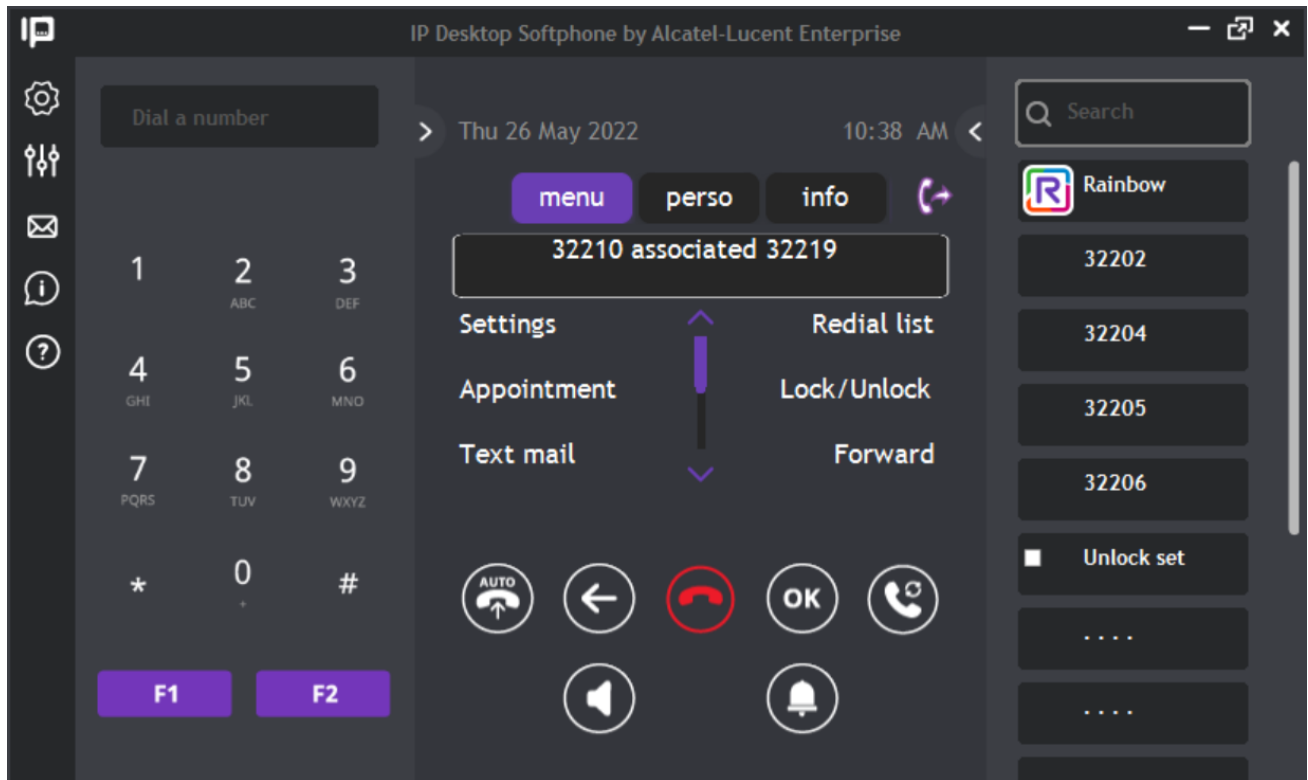
In Windows 10, from the Windows menu, as follows:

 → Alcatel-Lucent Enterprise → IP Desktop Softphone

This is illustrated below:




Once you run the application as given above, the following window is displayed in your screen:



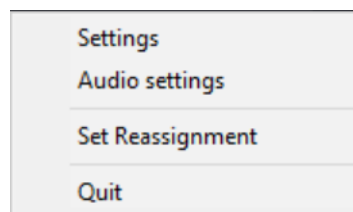
Now the **IP Desktop Softphone** application is ready for use. However, working of this phone can be customized to meet your requirements. For this, you will have to do some configuration. The following section explains the configuration.

Note: If you are running this application for the first time after installation, **you must connect your system to an audio device. Without this connection, you will not be able to use the application.** This is detailed in the Installation Manual.

6.2 User configuration

The configuration of this application can be done through left menu bar using “Settings button” 

The configuration can also be accessed using right click on the main window of the application.



Note that “Audio settings” can be accessed directly from this menu.

6.2.1 Settings

IP Settings

General

Appearance

Network

Audio

Call

Advanced

ShortCuts

About

AUTOMATIC STARTUP

☐ Start application at login

HEADSET AUTO ACTIVATION

☒ On Demand

☐ Always

☐ Never

QUICK KEYS

Graphical Interface Display: Control, Alt + U

Make call: F5

Take call: Control, Alt + T

Release call: Control + G

CALL NOTIFICATIONS

☒ Activate incoming call pop-up

EMERGENCY CALLING LOCATION

Show Popup

ADDITIONAL KEYBOARDS

AOMEL


Alcatel-Lucent Enterprise

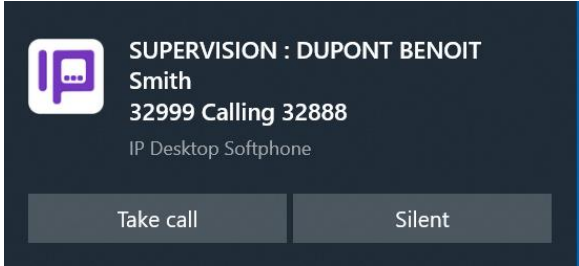
Cancel Apply

In this window, the tabs “Network” and “Advanced” should be reserved for administrators.

6.2.1.1 General tab

If access is secured, a password is requested. Visible fields contain default or defined values during the installation process. If you have access to this tab, you can modify the fields as you wish. The following table explains these entries:

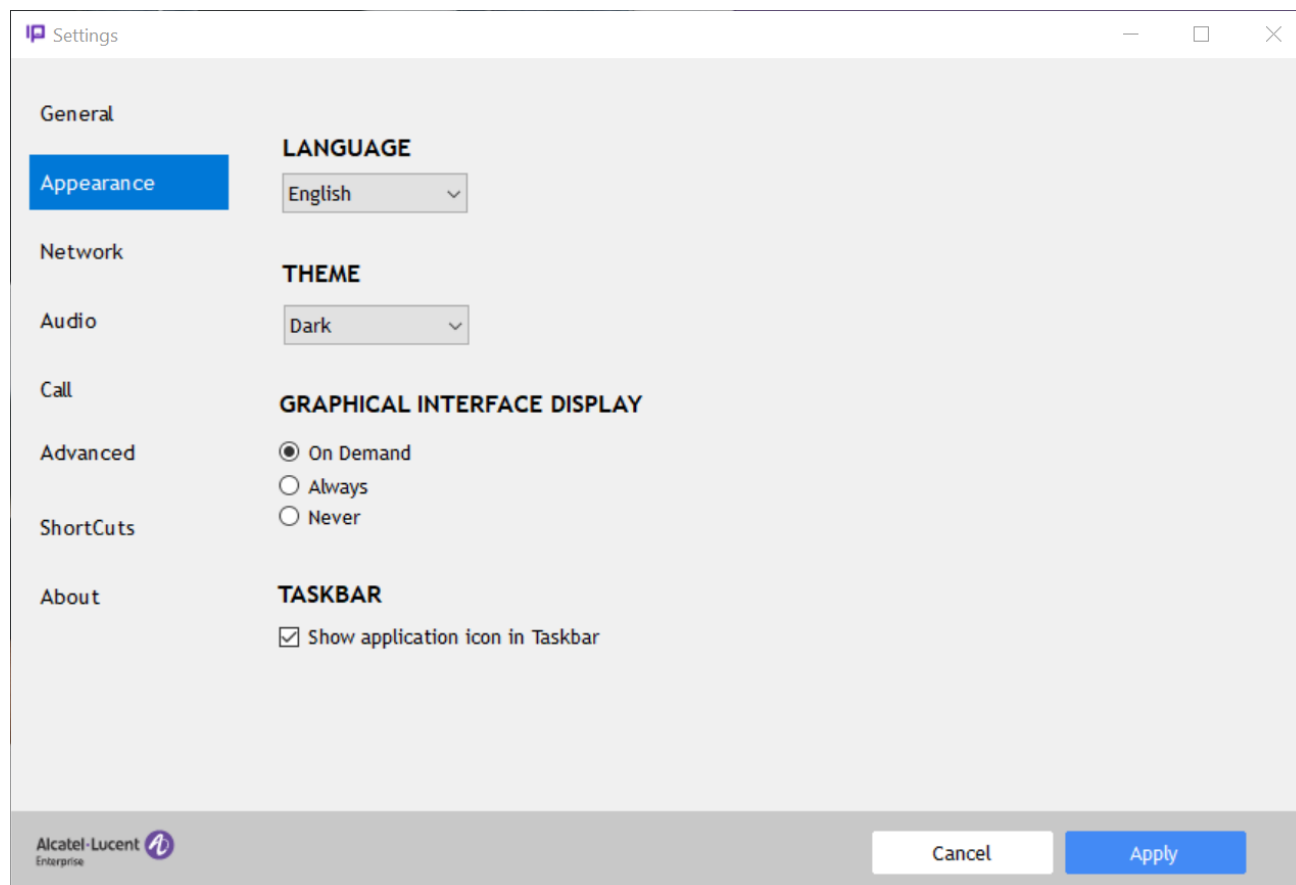
Field Name		Description
Automatic Startup		Activate this option to start IP Desktop Softphone automatically at each user login.
Headset Auto Activation		When a new headset is connected to the PC, IP Desktop Softphone can automatically set it as the default headset: <ul style="list-style-type: none"> On Demand: the question will be asked to the user each time a new headset is connected Always: the question will never be asked, the new headset becomes the default headset Never: the question will never be asked, the configuration will not be modified.
Quick keys:	-Graphycal interface Display	Through this box, you can assign a key, pressing which, the Softphone would display. To do so, position the cursor in the box and click the desired key. Immediately, this box displays the description of the key entered. NB: Only (Function keys: F1, F2 ...), (CTRL + shift + key), (CTRL+ alt + key), (CTRL+functional key) or (SHIFT+functional key) combinations are available
	-Make call	Through this box, you can assign a key, pressing which, IP Desktop Softphone, if running will call the selected number from any windows application. To do so, position the cursor in the box and click the desired key. Immediately, this box displays the description of the key entered. NB: Only (Function keys: F1, F2 ...), (CTRL + shift + key), (CTRL+ alt + key), (CTRL+functional key) or (SHIFT+functional key) combinations are available
	-Take call	Through this box, you can take the incoming call. To do so, position the cursor in the box and click the desired key. Immediately, this box displays the description of the key entered. NB: Only (Function keys: F1, F2 ...), (CTRL + shift + key), (CTRL+ alt + key), (CTRL+functional key) or (SHIFT+functional key) combinations are available
	-Release call	Through this box, you can release the call in progress. To do so, position the cursor in the box and click the desired key. Immediately, this box displays the description of the key entered. NB: Only (Function keys: F1, F2 ...), (CTRL + shift + key), (CTRL+ alt + key), (CTRL+functional key) or (SHIFT+functional key) combinations are available
Call Notifications		When a call comes in, IP Desktop Softphone icon displays on the screen with appropriate message at bottom of screen, if you tick this. The display looks like this: <div data-bbox="668 1602 1246 1873">  </div>

Field Name	Description
	<p>If the call is supervised it will look like this:</p> 
AOM	<p>This stands for: Add-On Module. If you click at the bottom right button of the phone image, a pad would extend. This keypad contains many programmable buttons. Your selection in this dropdown box determines the availability of this pad. Here you have the following option:</p> <p>AOM10: The keypad would contain 10 buttons</p> <p>AOM40: The keypad would contain 40 buttons for each tabulation (two tabulations available)</p> <p>AOMEL: The keypad includes 14 buttons for each tab (three tabs available)</p>
Emergency Calling Location	<p>Allows you to display and define your location when calling an emergency number. This function is only effective if the phone system is configured for it.</p>

Once you have completed making changes, click on Apply to save your entries. Click OK to save your data and close the window.

6.2.1.2 Appearance tab

If access is secured, a password is requested. The following window is displayed.

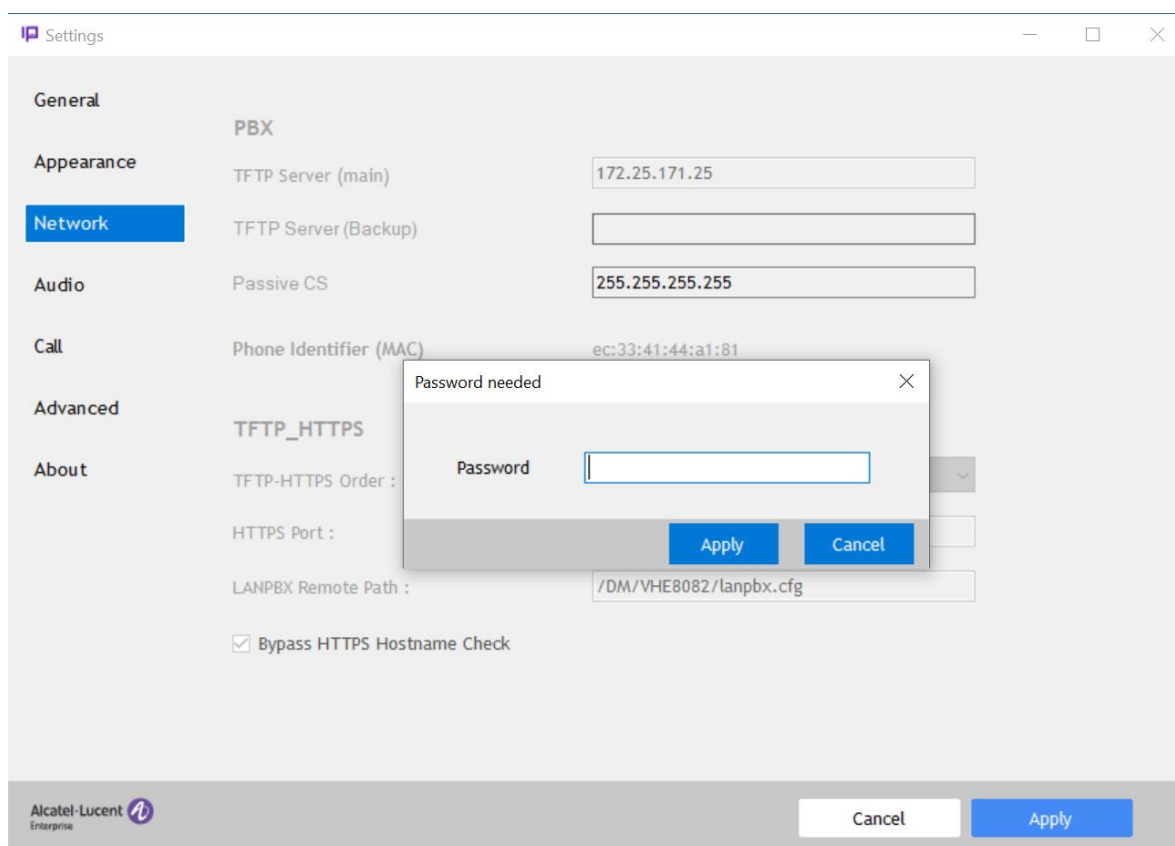


Field Name	Description
Language	<p>This dropdown box gives you the choice of 12 languages. They are given below in the same sequence as given in the application:</p> <ul style="list-style-type: none">• English• French• German• Italian• Portuguese• Spanish <p>The language you select here will be used in all the tabs. This change is confined to these customization pages only and does not affect the Softphone display.</p>
Theme	Display Theme of the application. Two themes are available: Dark and Light.
Graphical Interface Display:	<p>You can define how the display of the IP Desktop Softphone will be managed</p> <ul style="list-style-type: none">• Never: Regardless of its state, the interface remains hidden. This option is mainly used for interworking with CTI applications, which have their own user interface• Always: The IP Desktop Softphone will always be displayed• On demand: The interface will be displayed as needed.

Field Name	Description
	If it is hidden, you can display it by clicking on the IP Desktop Softphone icon in the notification bar. If it is hidden, when a call is received the interface is displayed in the foreground.
Always	If you select this, the softphone displays always, above all other displays.
On Demand	The softphone would display only when you click on the Softphone icon in the system tray. The softphone displays in foreground when it rings, if it was minimized or in background.
Taskbar	The big Softphone icon will be displayed in the taskbar.

6.2.1.3 Network tab

If access is secured, a password is requested. The following window is displayed.



Changing the settings on the Network tab must be done with full knowledge. Entering an incorrect or irrelevant value may cause IP Desktop Softphone to stop working. Please consult your administrator before making any changes.

In the entry boxes in this tab, you can see the values you had entered during the installation process. If you have access to this tab, you can modify the values.

The following table explains these entries.

Field Name	Description
PBX:	
Tftp Server (Main)	This refers to the IP address of your call server. The entry you see here is the one you had keyed in during the installation process. You can change if required. Any error in the entry would deprive connectivity. These data are mandatory.
Tftp Server (Backup)	This is the IP address of the 2 nd CPU. Enter the 2 nd Role MAIN IP address here if spatial redundancy is managed.
PCS	If there is a PCS (Passive call server) configured, The IP address of the Passive call server is displayed here. This value is automatically provided by the NOE protocol and cannot be modified manually.
Phone identifier (MAC)	This is the MAC ID for your terminal, which is automatically generated by the application. You cannot change it.
TFTP-HTTPS:	

TFTP-HTTPS order	<ul style="list-style-type: none"> • TFTP: the connection to the OXE will be established only using the TFTP protocol • HTTPS: the connection to the OXE will only be established using the HTTPS secure protocol • TFTP+HTTPS: the connection to the OXE will be attempted first using the TFTP protocol, then with HTTPS if TFTP fails • HTTPS+TFTP: the connection to the OXE will be attempted first using the HTTPS protocol, then with TFTP if HTTPS fails
HTTPS Port	If the "TFTP-HTTPS order" choice is HTTPS, TFTP+HTTPS or HTTPS, a value must be defined for the HTTPS port
LANPBX remote path	If the choice "TFTP-HTTPS order" is HTTPS, TFTP+HTTPS or HTTPS, we define the path on the OXE where to find the LANPBX file

- Once you have completed making changes, click on Apply to save your entries. If you click OK, it saves the entries and closes this screen.
- Now the application is operational. You can change the settings whenever you require, following these steps.



Even with redirect or central TFTP feature we must manually enter TFTP2 IP address not just the first time, because it is not received automatically, so it must in any case be filled in manually at the start of the installation, configuration change/change of node

6.2.1.4 Call tab

If access is secured, a password is requested. The following window is displayed.

The screenshot shows the 'IP Settings' window with the 'Call' tab selected. The left sidebar lists 'General', 'Appearance', 'Network', 'Audio', 'Call', 'Advanced', 'ShortCuts', and 'About'. The main area is divided into two sections: 'PREFIXES' and 'EXTERNAL CALL'. Under 'PREFIXES', there are four settings: 'Professional trunk seize' (text box with '0'), 'International' (text box with '00'), 'National' (text box with '0'), and 'Country code' (dropdown menu showing 'France 33'). Under 'EXTERNAL CALL', there are two settings: 'Minimum number of digits' (spin box with '9') and 'Excepted prefixes' (text box). At the bottom of the 'EXTERNAL CALL' section, there is a checkbox labeled 'Mask external call number' which is currently unchecked. The bottom of the window features the Alcatel-Lucent Enterprise logo on the left and 'Cancel' and 'Apply' buttons on the right.

This page is dedicated to customizing call settings. The table below explains the entries in this page:

Field Name	Description
Professional trunk seize	See the description of the "TRUNKSEIZE" field in Chapter 8 (Installation)
International	See the description of the "PREFIXINTERNATIONAL" field in Chapter 8 (Installation)
National	Refer to the description of the "PREFIXNATIONAL" field in Chapter 8 (Installation)
Country code	Refer to the description of the "COUNTRYCODE" field in Chapter 8 (Installation)
Minimum number of digits	Refer to the description of the "MINDIGITS" field in Chapter 8 (Installation)
Excepted prefixes	Exceptions from the previous field separated by spaces.
Masking external call number	Used to hide the call number, an "External Call" string will be displayed instead of the number on the screen as well as all of the application's menus.

6.2.1.5 Advanced tab

If access is secured, a password is requested. The following window is displayed.

The screenshot shows the 'Settings' window for IP Desktop Softphone, with the 'Advanced' tab selected. The window has a sidebar on the left with options: General, Appearance, Network, Audio, Call, Advanced (highlighted), ShortCuts, and About. The main area contains three sections: 'SHARED NUMBER MODE' with a checkbox 'Activate Shared Number Mode'; 'RINGING CADENCE' with a checkbox 'Enable ringing cadence'; and 'LOCATION SERVER FOR ALERT CALL' with a text field 'Base URL' containing 'https://172.25.171.25/'. Below these is an 'ACCESSIBILITY' section with checkboxes 'Press twice to validate' and 'Adapt to JAWS'. At the bottom left is the 'Alcatel-Lucent Enterprise' logo, and at the bottom right are 'Cancel' and 'Apply' buttons.

Field Name	Description
Shared Number Mode	Choosing Shared Number Mode will link the Softphone ID to the PC (one ID only per PC).
Ringing cadence enabled	Used to activate or not the cadence for ringing, by default it is not activated.
Location Server for alert call	URL of the VNA server
Press twice to validate	If checked, the user must press the button twice. The first press is used to know the function of the button. The second press executes the function.
Adapt to JAWS	This option is only for interface buttons. If checked the keyboard events (like "Enter") executes the button function. If not, the keyboard event is sent to PBX



Changing the settings on the Advanced tab must be done with full knowledge. Entering an incorrect or irrelevant value may cause IP Desktop Softphone to stop working. Please consult your administrator before making any changes.

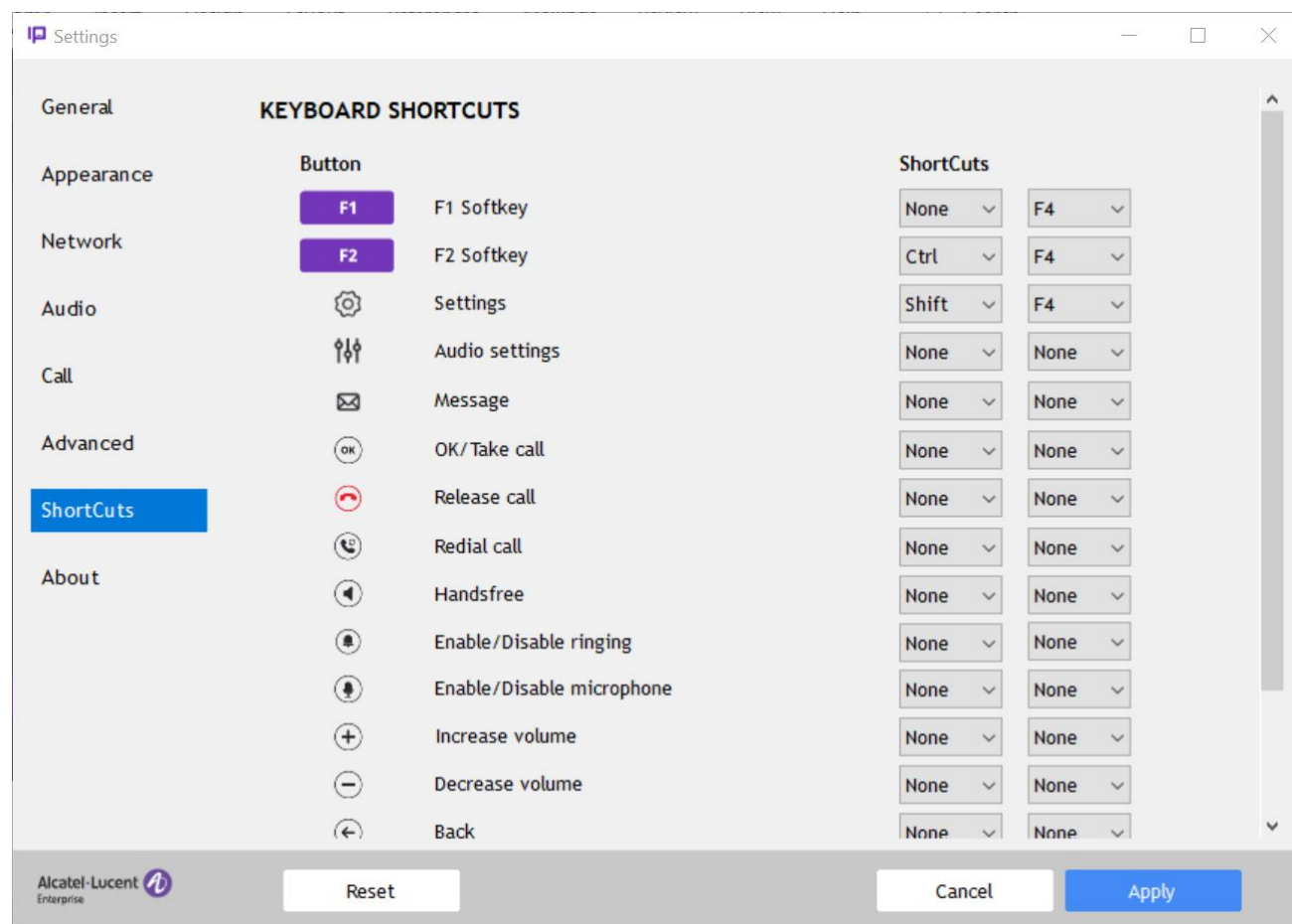
Once you have completed making changes, click on Apply to save your entries. If you click OK, it saves the entries and closes this screen.

6.2.1.6 Shortcuts tab

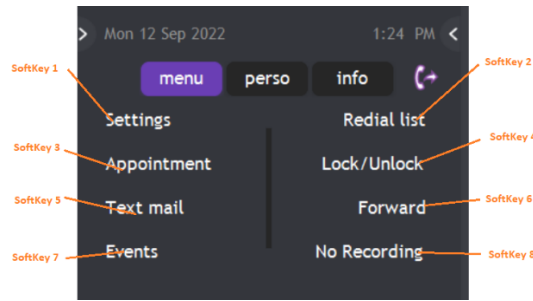
Allows you to set keyboard shortcuts for different application buttons.

The first choice of shortcut combination is none, Ctrl or Shift keyboard key. The second part of combination is F1 to F12 keyboard keys.

Examples: F4, Ctrl F4 or Shift F4.



The Screen softkey shortcuts (1 to 8) refer to the main screen 8 positions:



Now you have completed customizing the application to suit your preferences.

6.2.2 USB Headset

Only headsets that are compatible with IP Desktop Softphone can be used. This list is available in the *HeadsetEcosystem* document. Contact your partner.

Notes:

The on-hook / off-hook and mute / unmute functions from the headset are supported only for USB connected headsets (wired or through a bluetooth dongle).

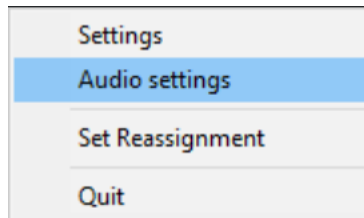
If the headset is connected during a call, the functions mentioned above will only be available for the next call.

6.2.3 Audio settings

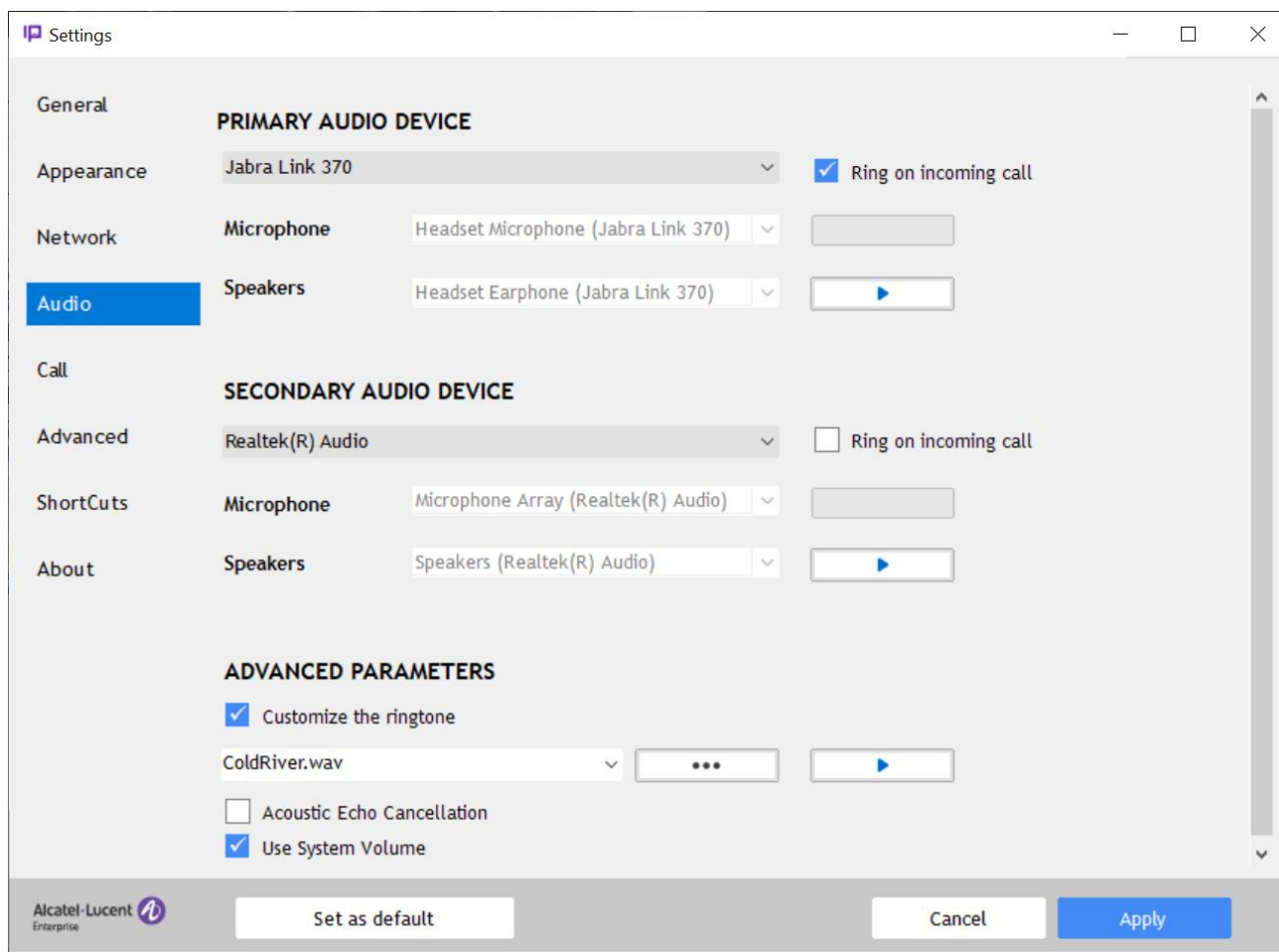
The Audio Settings link allows to customize your audio equipment. You can configure the audio devices of your choice separately for ringing, loudspeakers and microphone. This application supports use of Bluetooth Headset to make conversations using this phone. However, before you configure, these audio devices should have been connected and installed in your system.

To start on configuration, follow the steps below:




1. Right-click on the IP Desktop Softphone displayed on the screen.
2. In the list displayed, select “Audio Settings” as shown below.






3. This opens the starting page for customizing. First, please close all programs using audio inputs or outputs.



On this screen, initialize the available audio devices according to their purpose. The dropdown boxes in this page list all the available audio devices. The table below explains the components of this screen:

Field Name/Icon	Description
Microphone	<p>The audio device selected here picks up your speech and sends it to the phone. You can check the maximum level of audio recording in real time in the progress bar located in front of this drop-down list </p> <p>The Microphone of the secondary audio device is used for hands-free mode.</p>
Speakers	<p>In this drop-down list, the audio device that you select will be used for phone's output and audio playback will be heard via the speakers. One is required for the primary audio device and another one is optional for the secondary audio device. You can test them by clicking the button in front of this drop-down list </p> <p>Use the button  to stop the test.</p>
"Ring on incoming call" check box	<p>When the box is selected, the selected Speaker device is used for ringing. It is present for both primary and secondary audio device.</p>

<p>“Customize the ringtone” check box</p>	<p>To customize your ringtones, check this box. Otherwise the PABX ringtones will be played. This function will be disabled if the cadence is enabled.</p> <p><input type="checkbox"/> Customize ringtone disabled because cadence is enabled</p>
<p>Ringtones</p>	<p>Click on this button to select a ringtone for internal calls and one for external calls: either in the drop-down list or by clicking the Browse  button, the explorer window will open. Then, select a .wav file. The phone uses this file while testing the audio properties. The file you have selected is displayed next to this button.</p> <p> For compatibility reasons, when personalized melodies (.wav) are chosen and Call Ringing Cadences are programmed in the PABX system parameters, the ringtone may be altered or not or played.</p>
<p>“Acoustic echo cancellation” checkbox</p>	<p>This refers to the audibility of your voice in your earpiece. If you select this check box, echo is controlled. Do not check this box if you are using a headset. The audio quality of your equipment would be reduced. This option is only to select when you use Ip Desktop Softphone with hands free.</p>
<p>“Use System Volume” check box</p>	<p>To customize the volume level, you have either to check this box if you want to use system volume, or uncheck it if you want to adjust the used volume level or mute it</p> <p></p>

Now you have completed the Audio configuration. Click Apply to close this screen.

Note:

It is recommended to plug the headset before launching the IP Desktop Softphone and to launch the Audio interface manually one time after the installation.

After that, the connection and disconnection of the headset is detected automatically. When a headset is connected, the audio is sent in this device.

DEFAULT AUDIO CONFIGURATION:

You can choose to set and save your default audio configuration, that will be taken automatically when a default device is plugged.

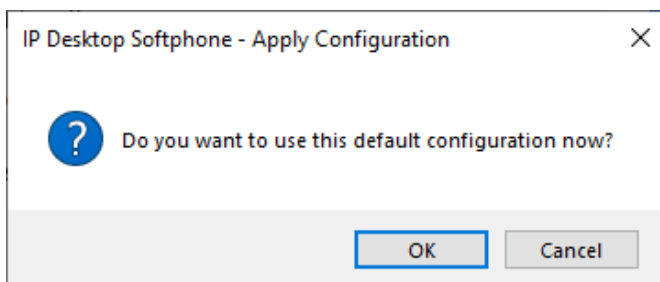
Default configuration concerns: MICRO/SPEAKER of primary and secondary device and ringer device.

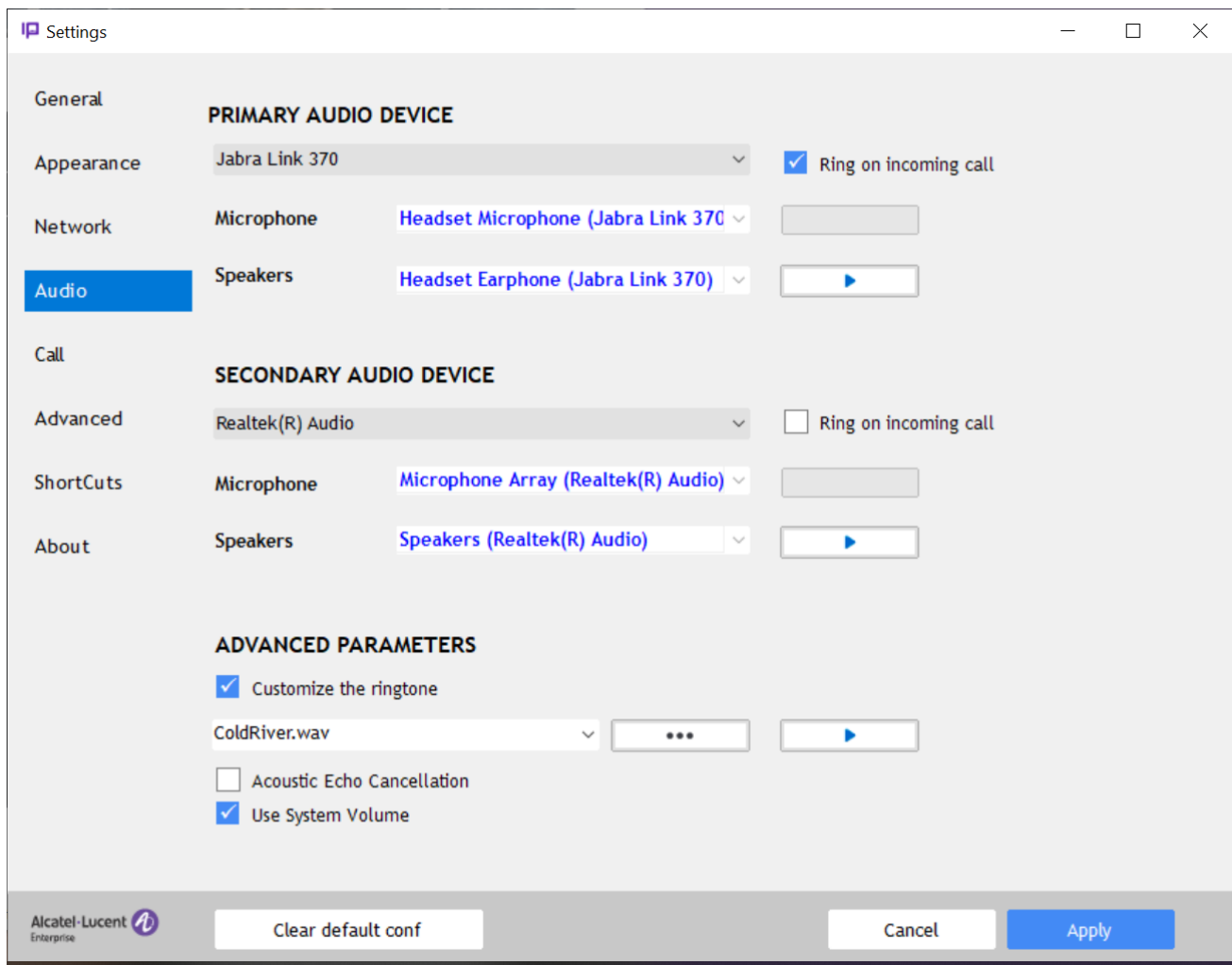
You can also visually see the default devices in the list box by a distinctive display (bold and blue color) when device is detected by the system.

Default configuration is applicable when option "Headset Auto activation" is set to:

- Never
- on demand. (no popup when default device is plugged)

To do this operation, click on the "Set as default" button, you can either use this default configuration now (answer OK), or when a default device is plugged.





If you want to remove the default configuration you set before, click on the button “Clear default conf”.

Loudspeaker state:

- If the user does not have a secondary device or has not configured it from the application’s audio settings => the speaker icon is Hidden

- Once the user has configured it from the audio settings, the speaker icon becomes visible and can be



- If the user activates the speaker (by clicking on it) the icon is changed.

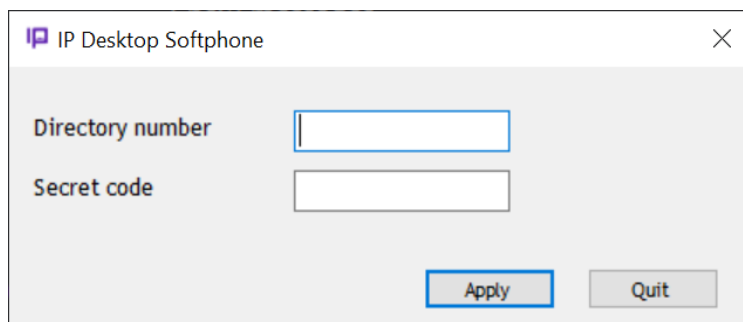
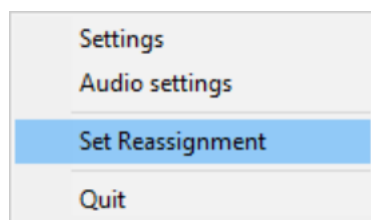


6.2.4 Volume control

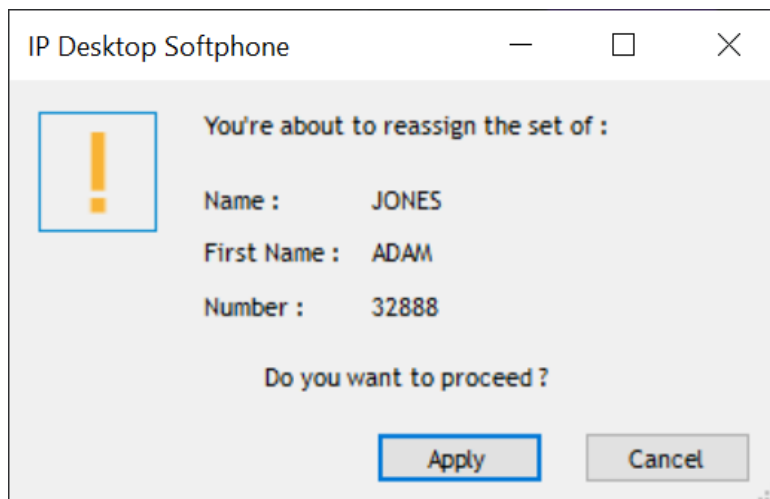
By default, the active volume is that of the audio device used in the audio configuration. You can customize the volume level using the audio setting windows (uncheck the box “Use System Volume”). Also use your audio device or the +/- keys of the application if you want to temporarily change the volume during the conversation.

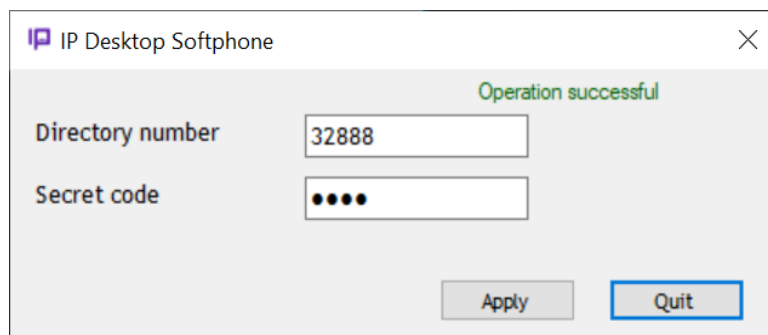
6.2.5 Set Reassignment

This menu is useful to reassign an extension by a simple user action.
This menu is only available if the option was chosen during installation, and can not be added later.
This option is only available for OXE.

A screenshot of a window titled 'IP Desktop Softphone'. It contains two input fields: 'Directory number' and 'Secret code'. Below the fields are two buttons: 'Apply' and 'Quit'. The 'Apply' button is highlighted with a blue border.

Fill directory number and pin code for desired extension number to reassign to IP Desktop Softphone, then confirm the message displayed indicating the information on this set:

A screenshot of a confirmation dialog box titled 'IP Desktop Softphone'. It features a yellow warning icon in a blue box. The text reads: 'You're about to reassign the set of :', followed by 'Name : JONES', 'First Name : ADAM', and 'Number : 32888'. Below this is the question 'Do you want to proceed ?' and two buttons: 'Apply' and 'Cancel'. The 'Apply' button is highlighted with a blue border.




These operations are logged in a windows event file (ipdsp.evtx). It is stored under traces directory: %TEMP%\Alcatel-Lucent Enterprise\IpDesktopSoftPhone\Logs.

The log contains the following information for each operation:

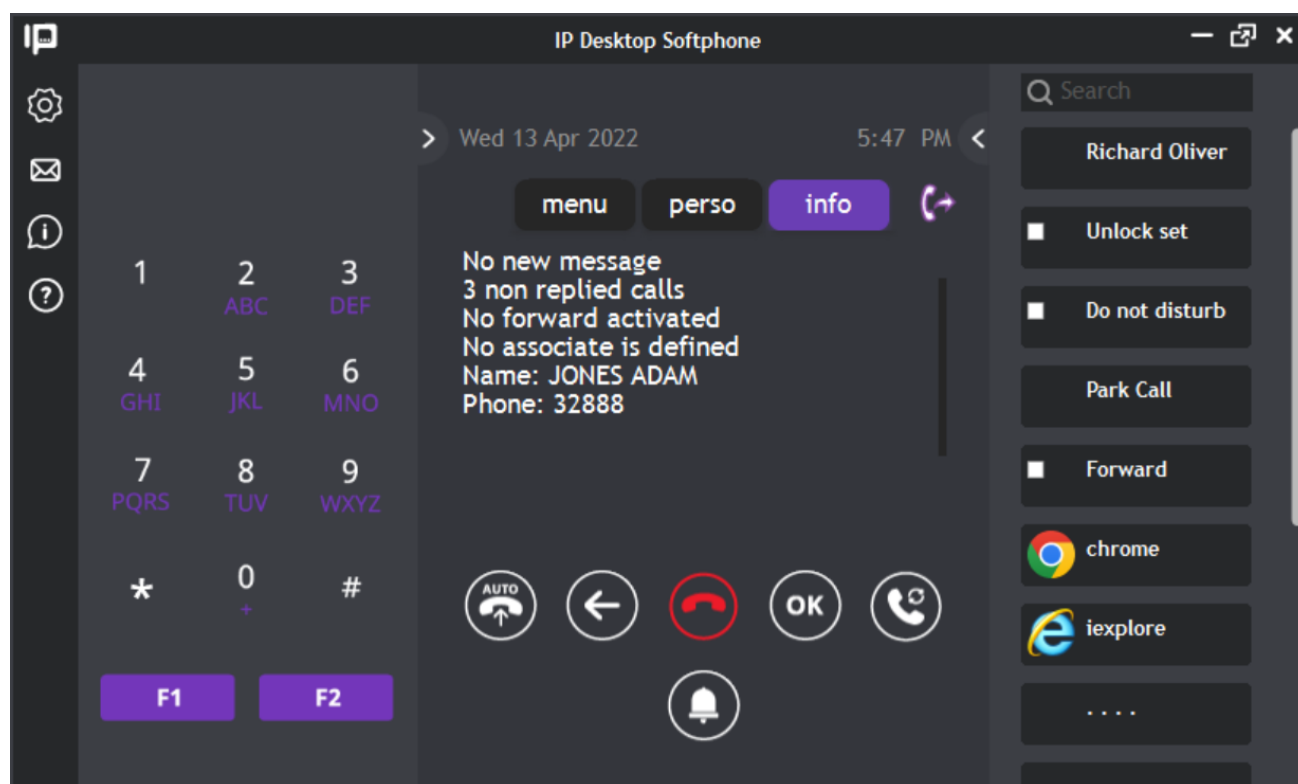
- Date
- IP Desktop Softphone ID (MAC address)
- Windows user initiating operation
- Previous directory number
- New directory number
- Result: SUCCESS/FAILED

6.3 Add-On Module

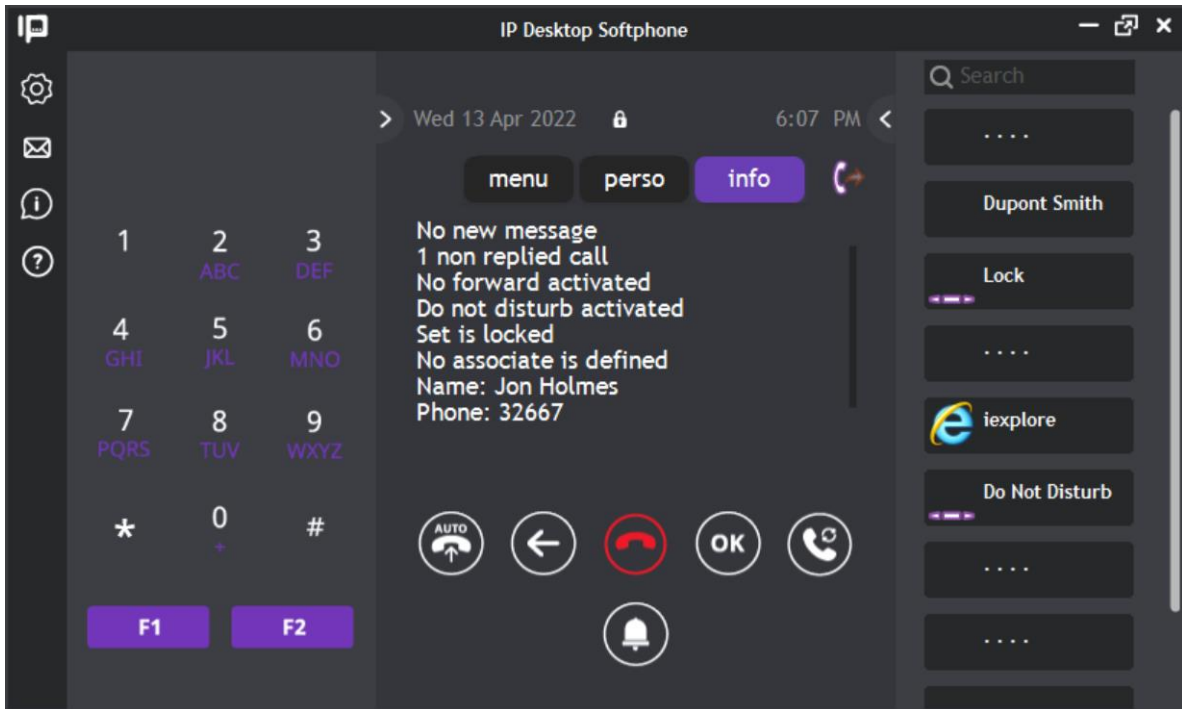
By default, the Add-On Module is displayed in the IP Desktop Softphone interface at its launching, but it can also be hidden.

In the phone image, at top right, there is an arrow button that looks like this: . When you click on it, it extends the programmable keypad. It also can be used as a toggle to retract the extended keypad. The extended keypad contains keys. This module is available depending on the configuration in the communications server. You can navigate between different keys using the scrollbar or accessing directly using the search area. Below is its sample display:

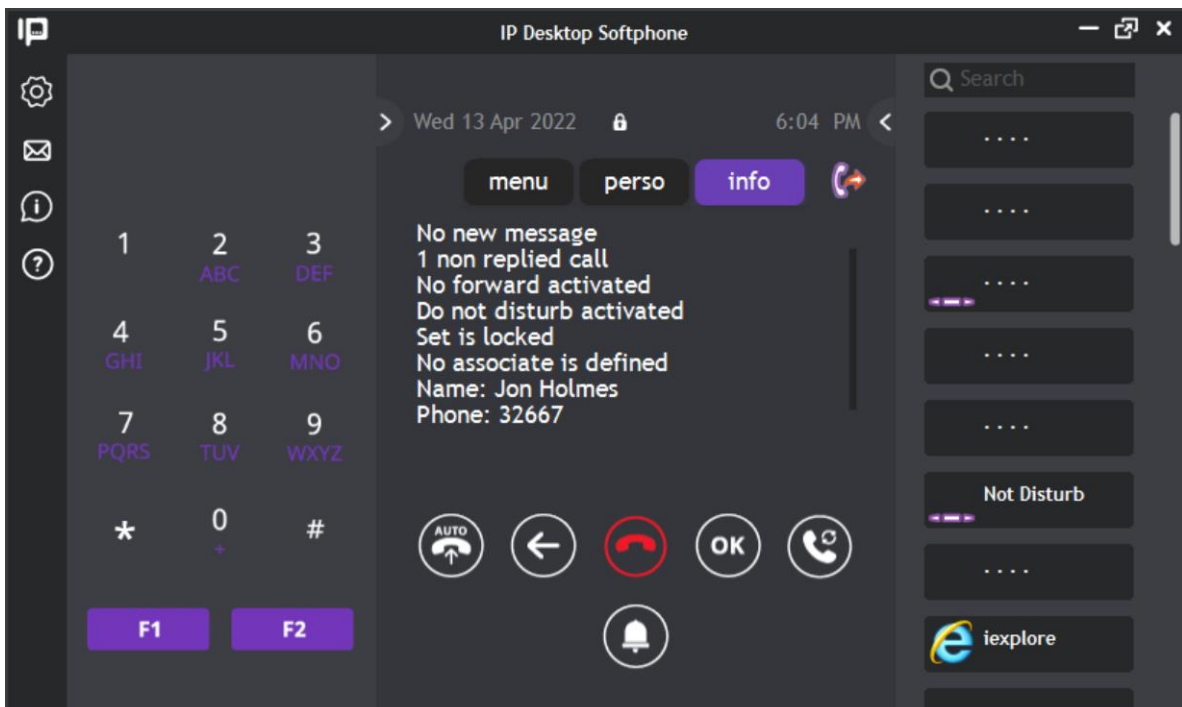
14-key extension module (AOMEL)



10-key extension module (AOM10)



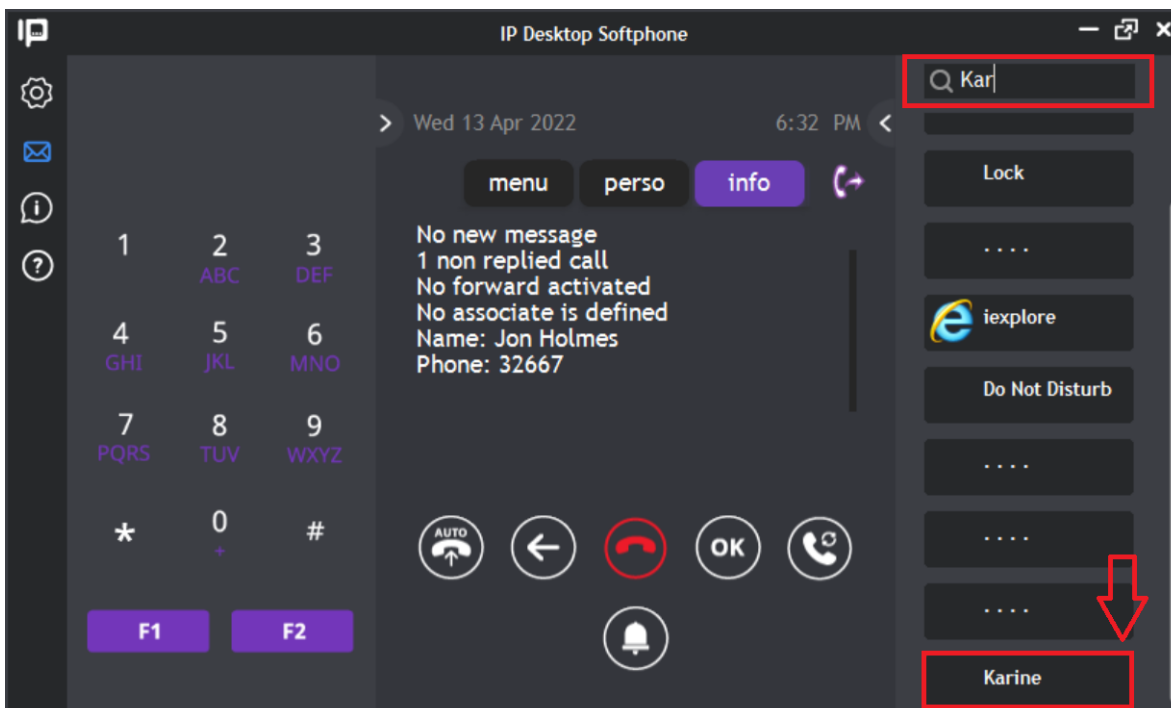
40-key extension module (AOM40)



In case of CCD configuration, the agent and Pro-ACD set must have the same keyboard declared in both OXE and IPDSP settings.

6.3.1 Search AOM Keys

Using this search area  the user can search a key by part of name:



6.3.2 Programming AOM Keys

The purpose of the keys of the keypad is to customize them with desired functions. These can be programmed to:

- Execute a function of the phone
- Execute application in hard disk

Once programmed, just a click on that button to execute that function. For identification purposes, the name of the program displays against that button, along with its icon, if available.



If the same key is programmed both locally for a Windows application (found in the user .ini file) and on the OXE as a programmable key (speed dials, services), local programming (App) is taken into account and that whatever the configuration of the station (DSS / DSU, CCD, ...) for the same Windows user or those who share the same .ini file.

Below are examples for each of the tasks mentioned above.

*

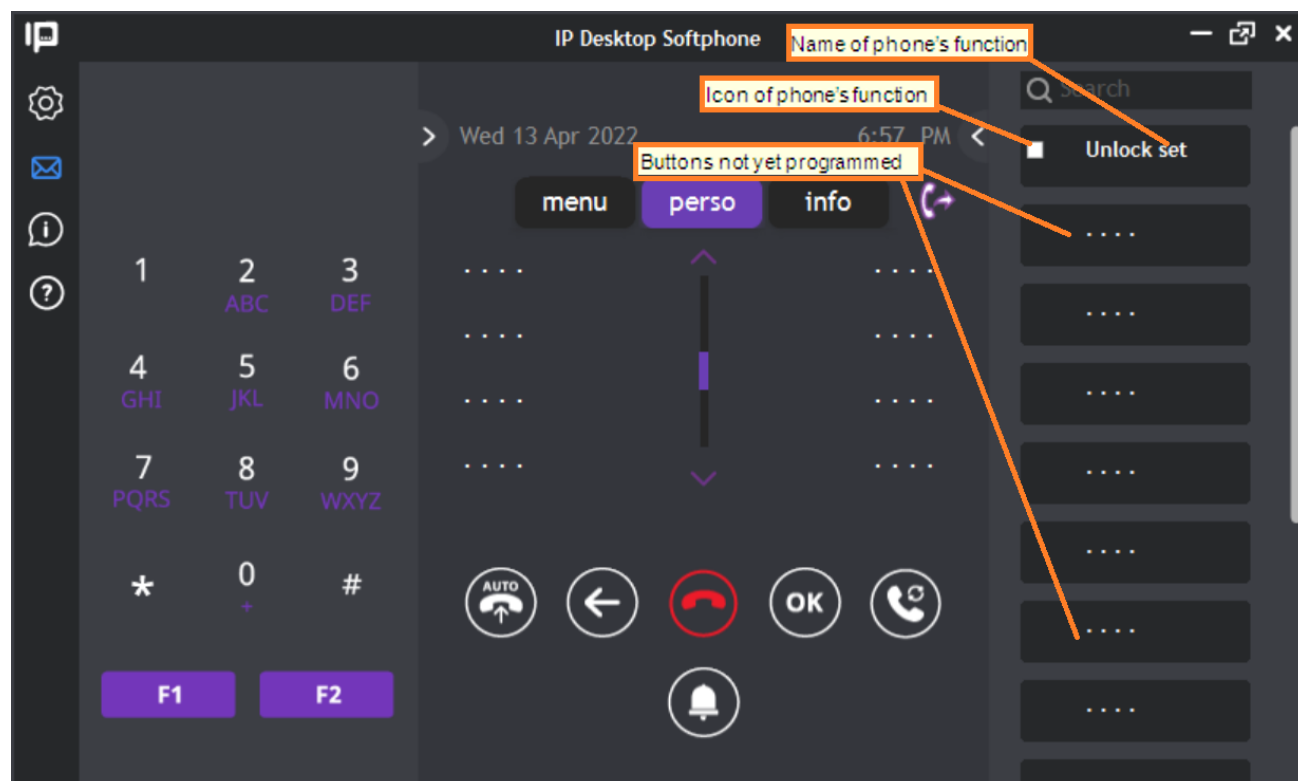
6.3.3 Programming an OXE telephone function

Using this facility, you can save on the many clicks that you use on the phone to accomplish your tasks. To reach some functions in the phone, you need to pass through many submenus. This option allows you to launch a function using a one-touch key. Simply click on the keypad key to perform the desired operation.

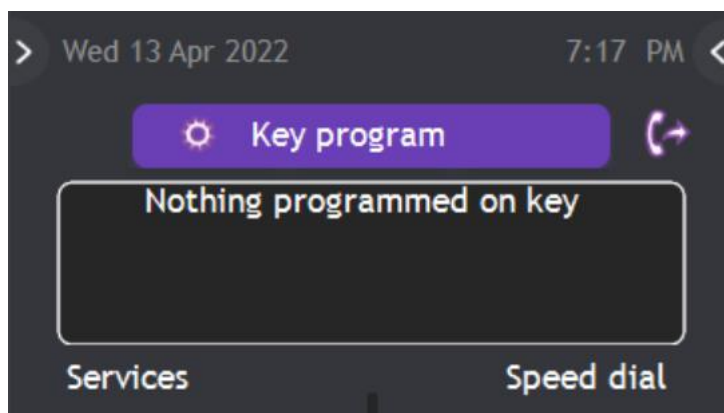
IP Desktop Softphone (Windows) for Alcatel-Lucent Communication Servers
User manual - ALESVC56137 REL 21.0

Below is an example, given in steps:

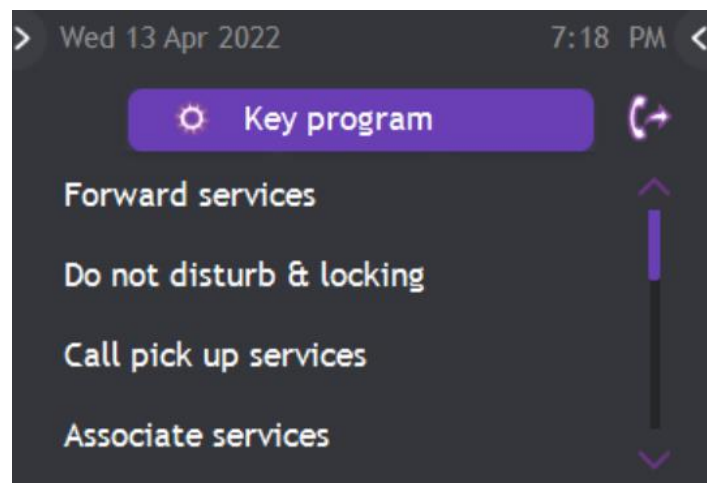
1. Launch the phone
2. Access the extended keypad.
3. On the phone, select Menu → Settings → Phone → Key program. Now the phone will look as below:



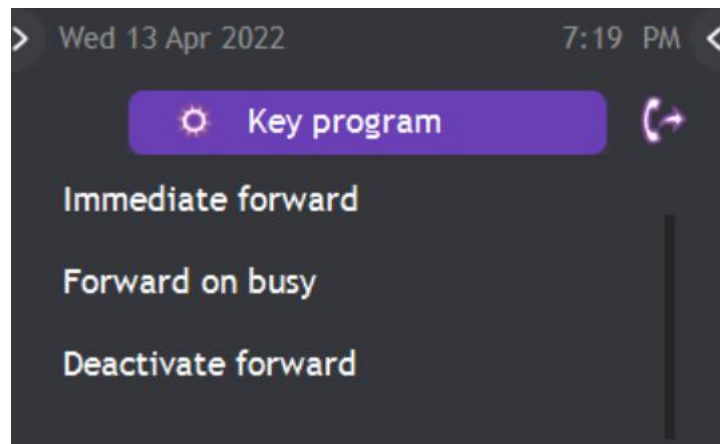
4. In the keypad, click on the button to which you intend to initialize this function. This changes the screen to the one below:



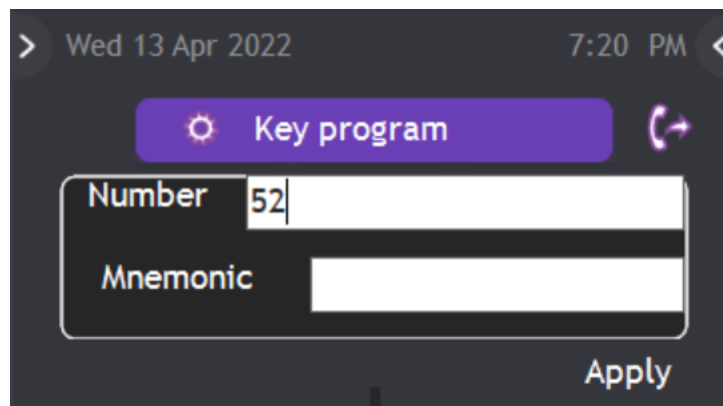
5. You can reach the above screen, just by clicking on the button to be programmed.
6. From here onwards, you can select the required program by moving through the menu path. This example targets at programming Forward on Busy. To do so:



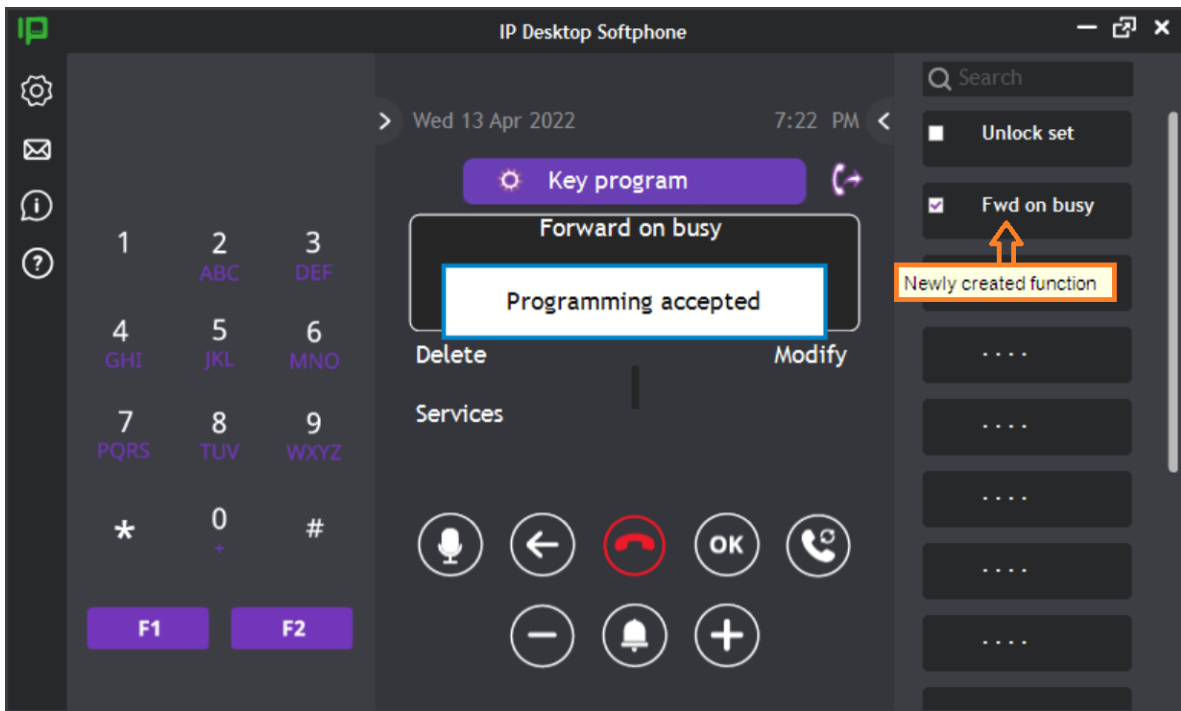
7. In the above screen, select Forward Services.



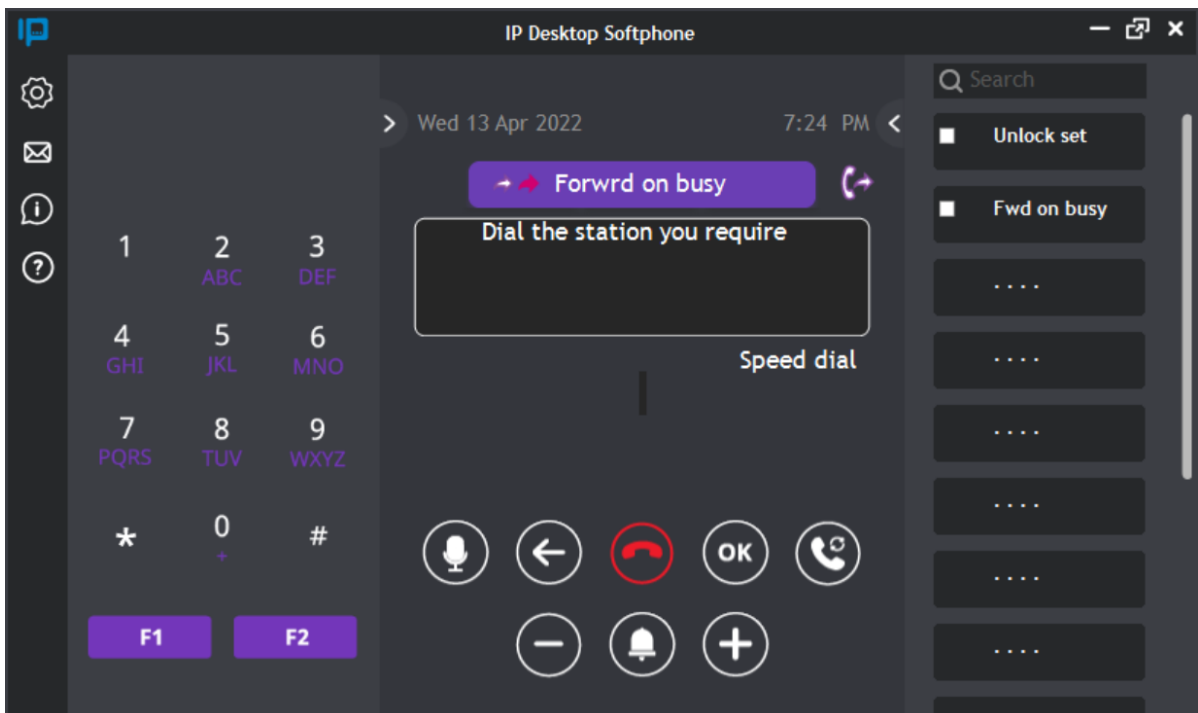
8. Select Forward on Busy



9. Select Apply.



10. This completes the programming of phone's services.
11. To execute this function, just click on the button. The screen displays the window below.

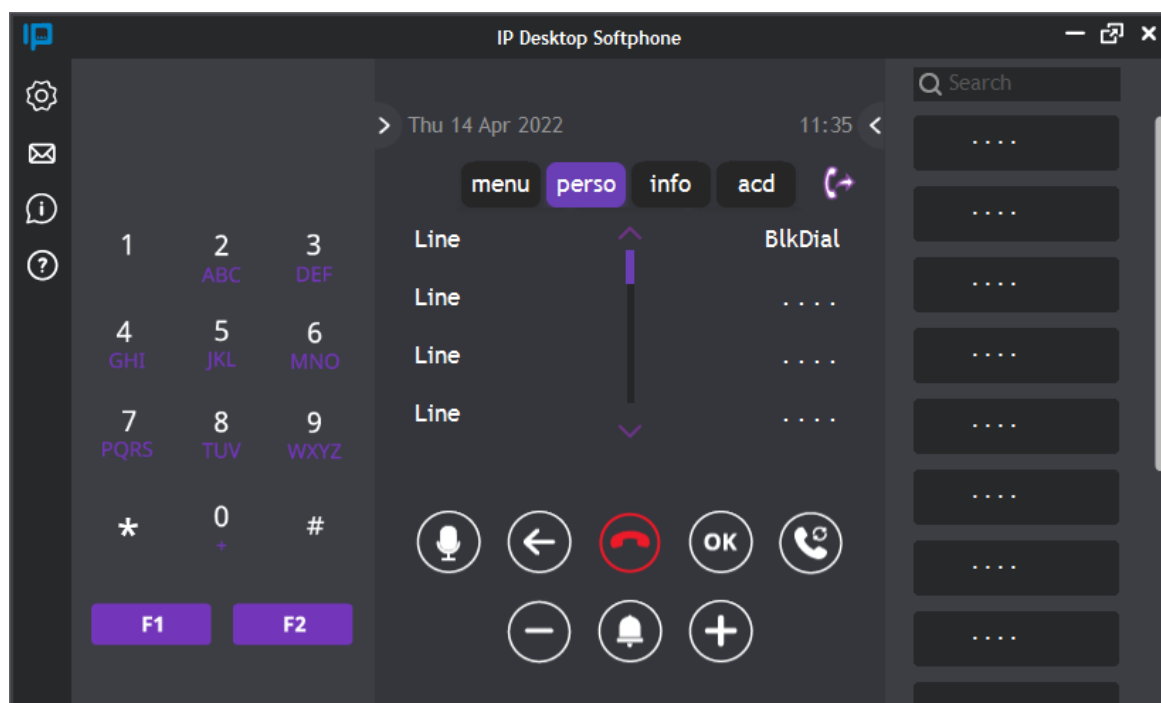


6.3.4 Programming an OXO telephone function

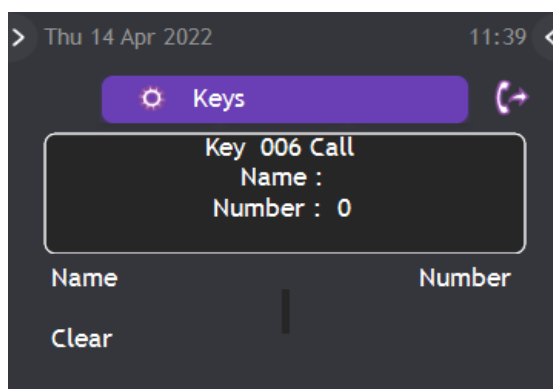
Using this function, you can save on the many clicks that you use on the phone to accomplish your tasks. To reach some functions in the phone, you need to pass through many submenus. This option allows you to launch a function using a one-touch key. Simply click on the keypad key to perform the desired operation.

Below is an example, given in steps:

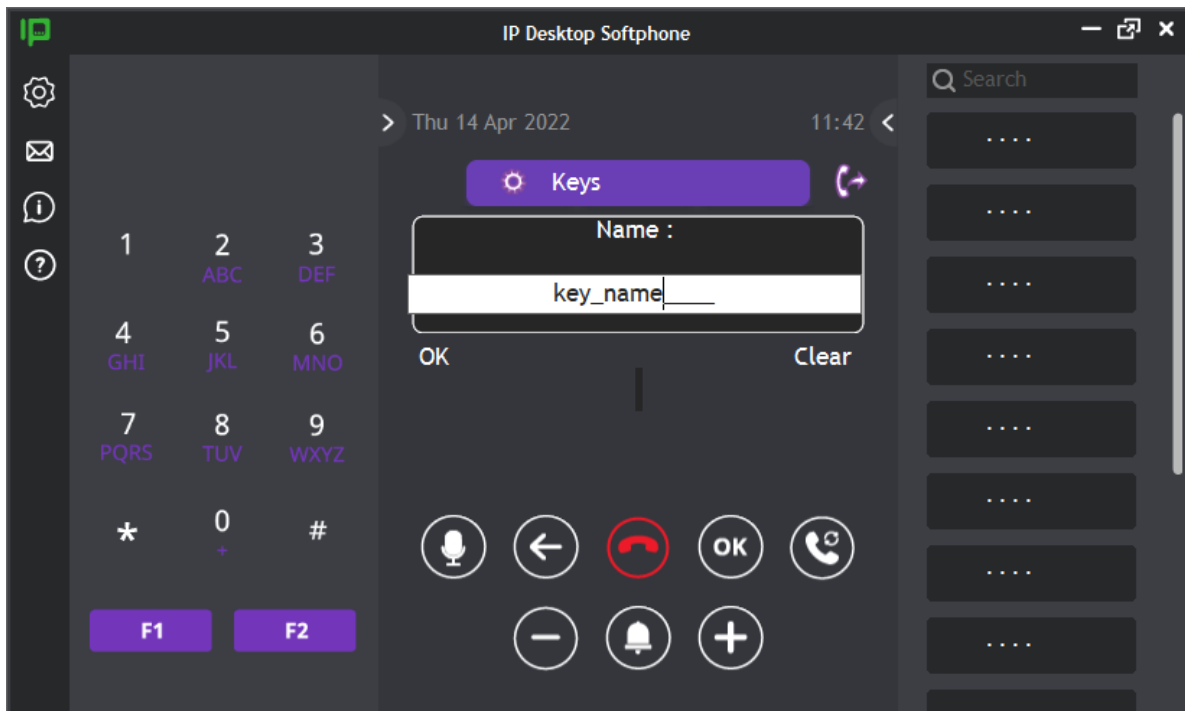
1. Launch the phone
2. Access the extended keypad.
3. On the phone, select Menu → Settings → Phone → Keys. Now the phone will look as below:



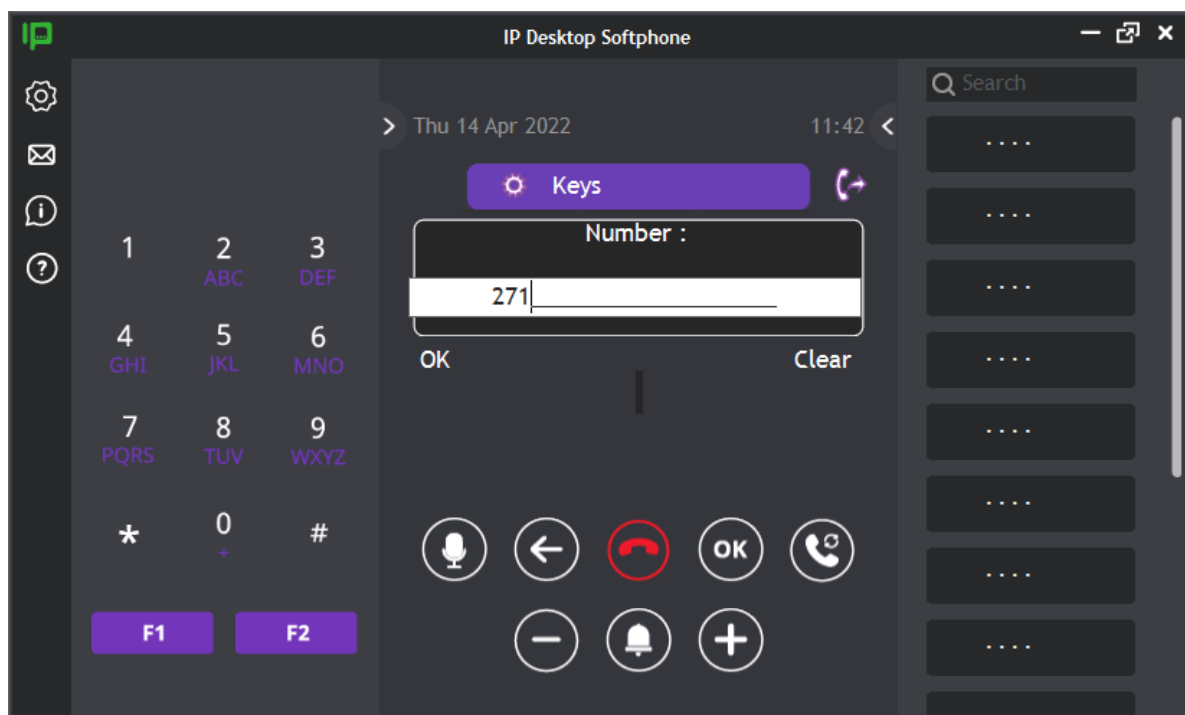
4. In the keypad, click on the button to which you intend to initialize this function. This changes the screen to the one below:

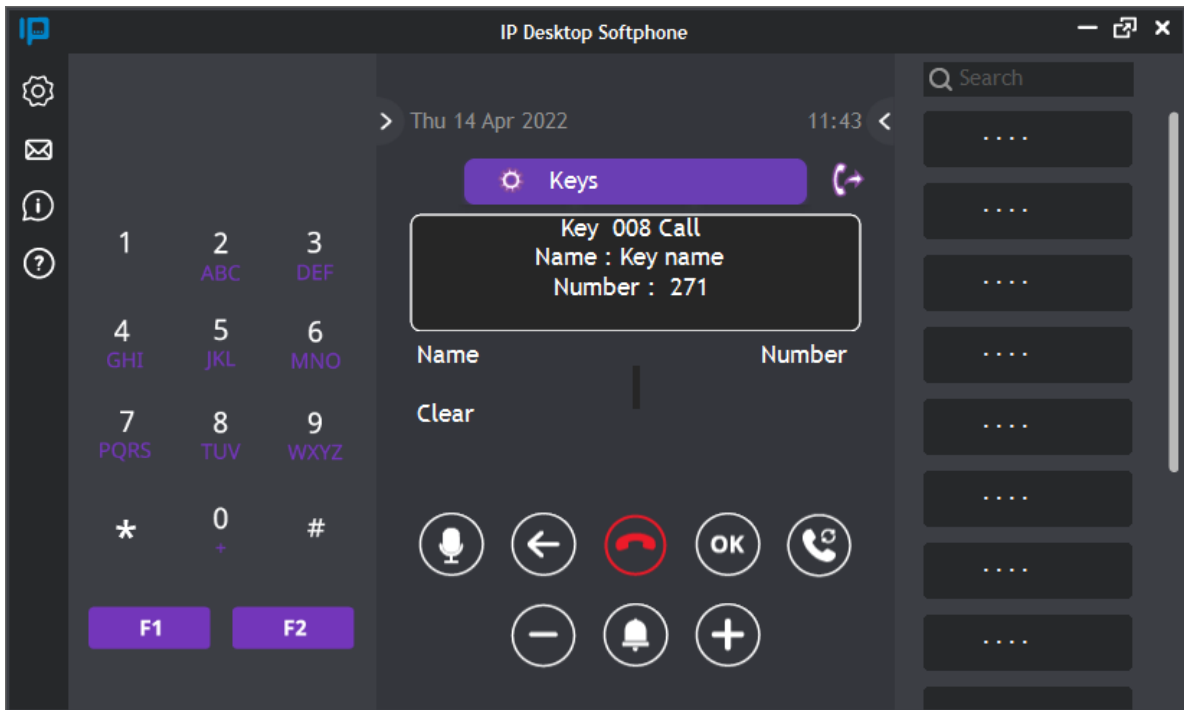


5. You can reach the above screen, just by clicking on the button to be programmed.
6. Then you can select “Name” to give a name to the key,

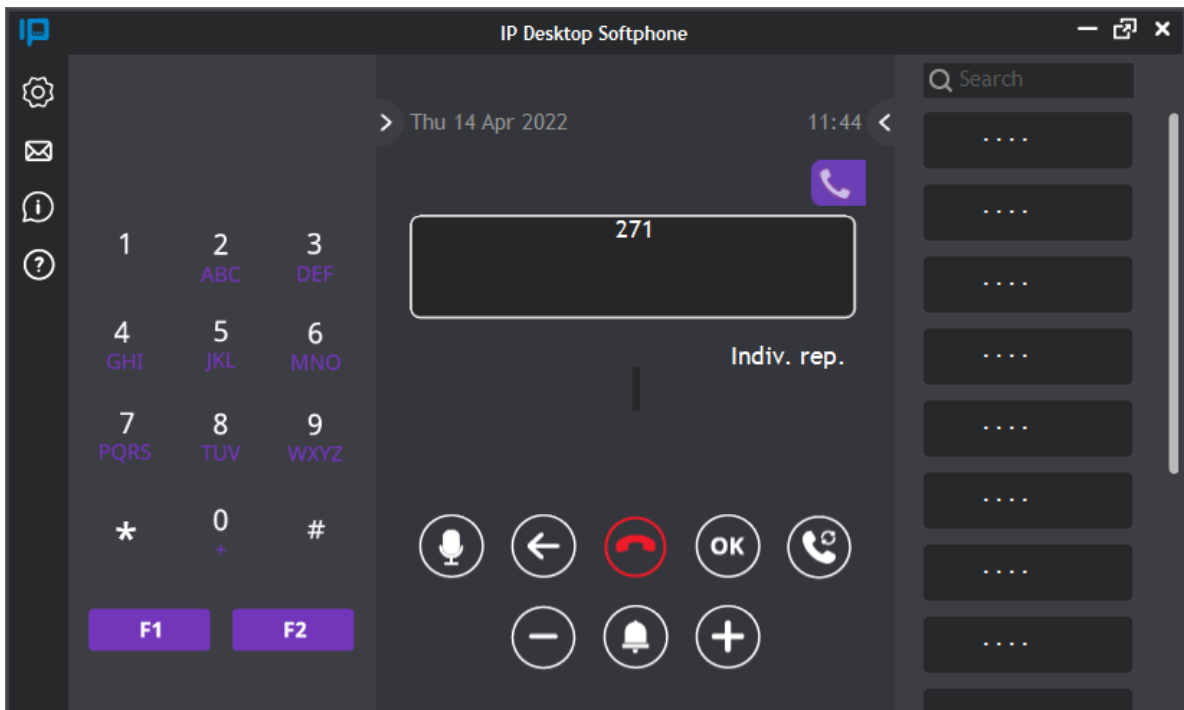


7. After the name is entered, click OK. Select Number to manage the called number.





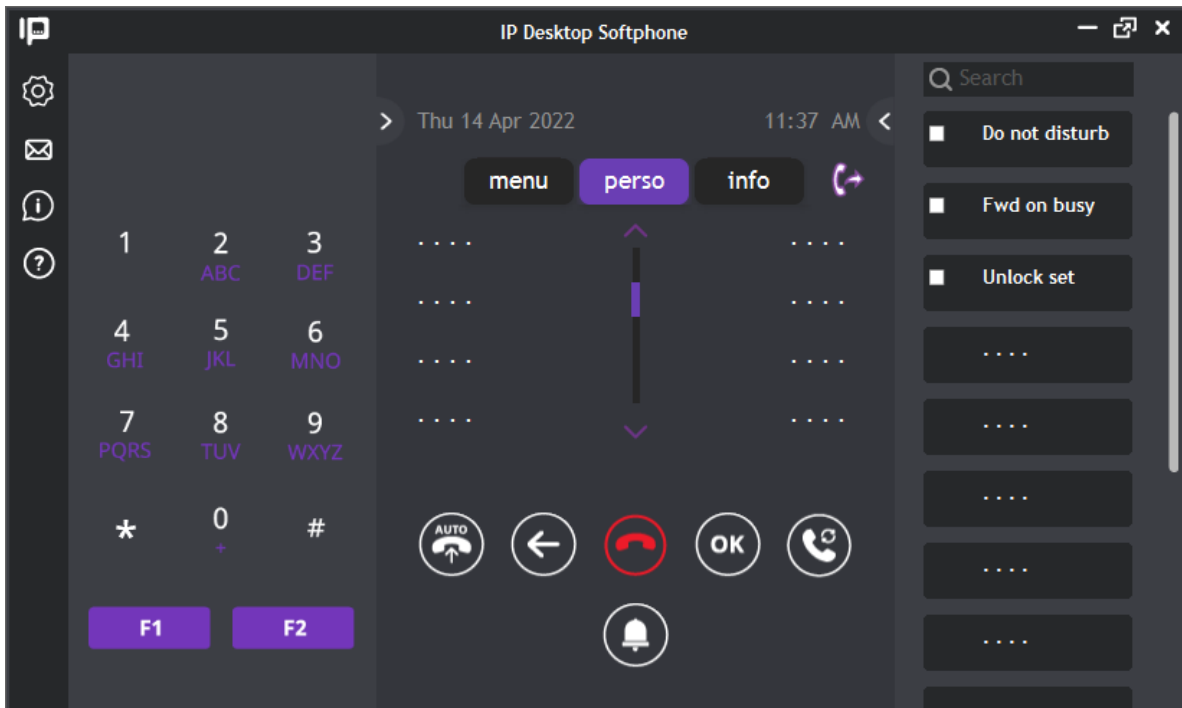
8. This completes the programming of phone's services.
9. To execute this function, just click on the button. The screen displays the window below.



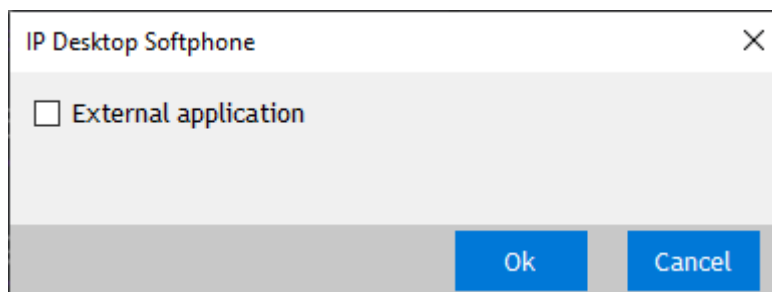
6.3.5 Programming application from hard disk

This is to initialize a file found in your hard disk, to the button of your choice. This saves you the effort of searching through the explorer to locate the required file. This example shows the method of initializing **Internet Explorer** to a button.

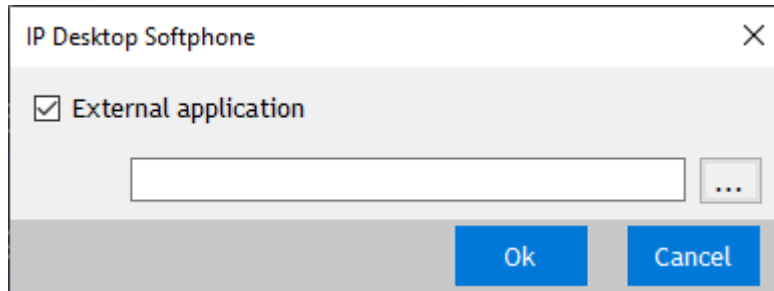
1. Launch the phone
2. Access the extended keypad.
3. Right-click on the required button. A box reading Options displays as below:




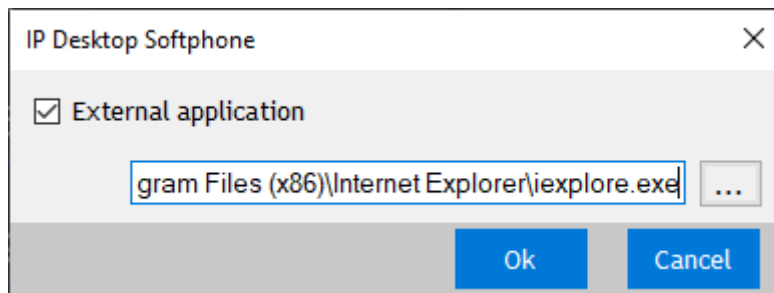
4. Click on Options:



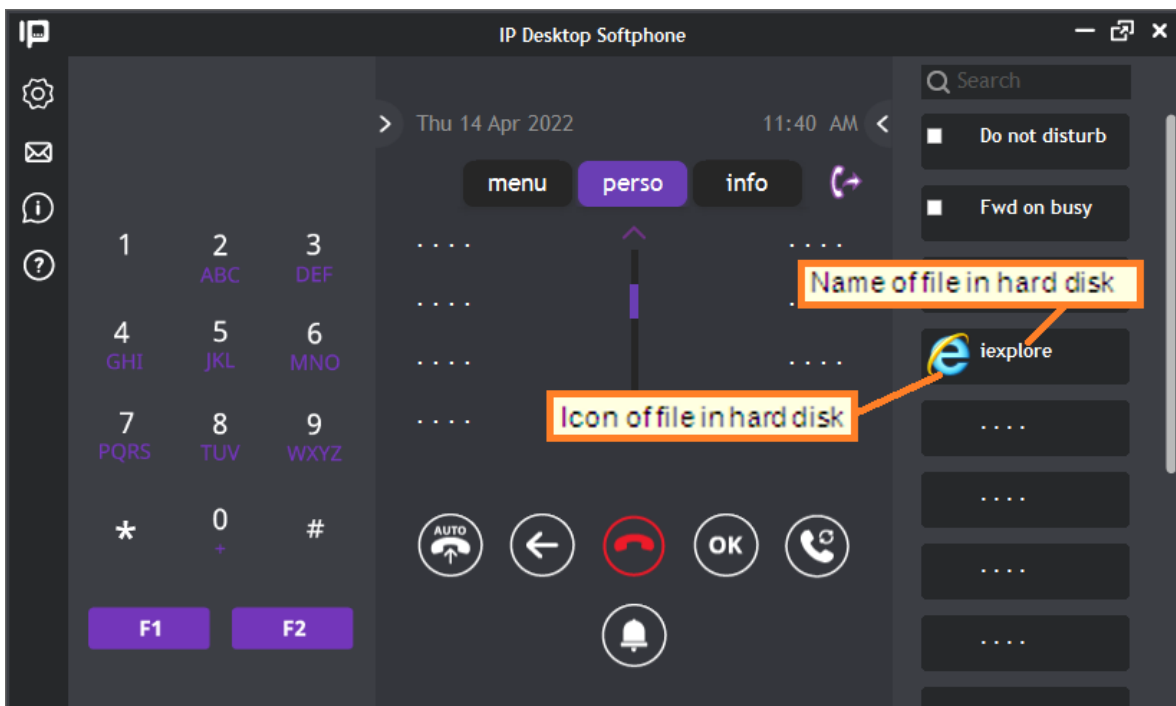
5. Check External application. This changes the display to:



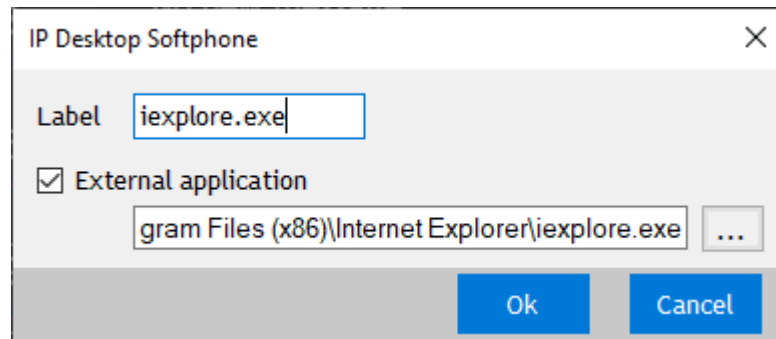
6. In the window above, select the button  to open the Explorer window.
7. In the explorer window, select the executable file of the Internet Explorer. Its display is below:



8. Click OK. This initializes that file to the selected button. You can see the entry against the button as in the following screenshot:



9. This completes the initialization. Now you can click on this button to launch the Internet Explorer.
10. If selected module is AOM10 or AOM40, you must fill also the label associated to the button:



6.4 VDI Environment

A VDI solution allows to display on a PC, applications or whole desktop running on a remote server. This type of infrastructure offers several advantages (deployment, updates, security, ...)

A VDI solution is based on a server/client exchange done through a dedicated connection within which all flows required for applications are compressed and carried.

To summarize, an application runs on remote server and all media are carried to simulate a local application.

The extension module hosted on the end-user PC and named Virtual Voice eXtension (V VX) manages IPDSP data display and the voice flows, ensuring quality and performance.

- **Installation and Upgrade procedure of V VX module**

Only the first installation must be done on the user PC. The installation and uninstallation must be done by the administrator.

If required, V VX is automatically updated on next connection.

- **Monitoring for V VX module on User PC:**

A service process 'V VXService' is in charge of monitoring the V VX, it is started automatically at the start of PC. It launches the V VX automatically.

V VX module is always 'Running', V VXService will restart V VX automatically if it freezes or unexpectedly stops.

To stop V VX module, contact your administrator.

- **Launching the application**

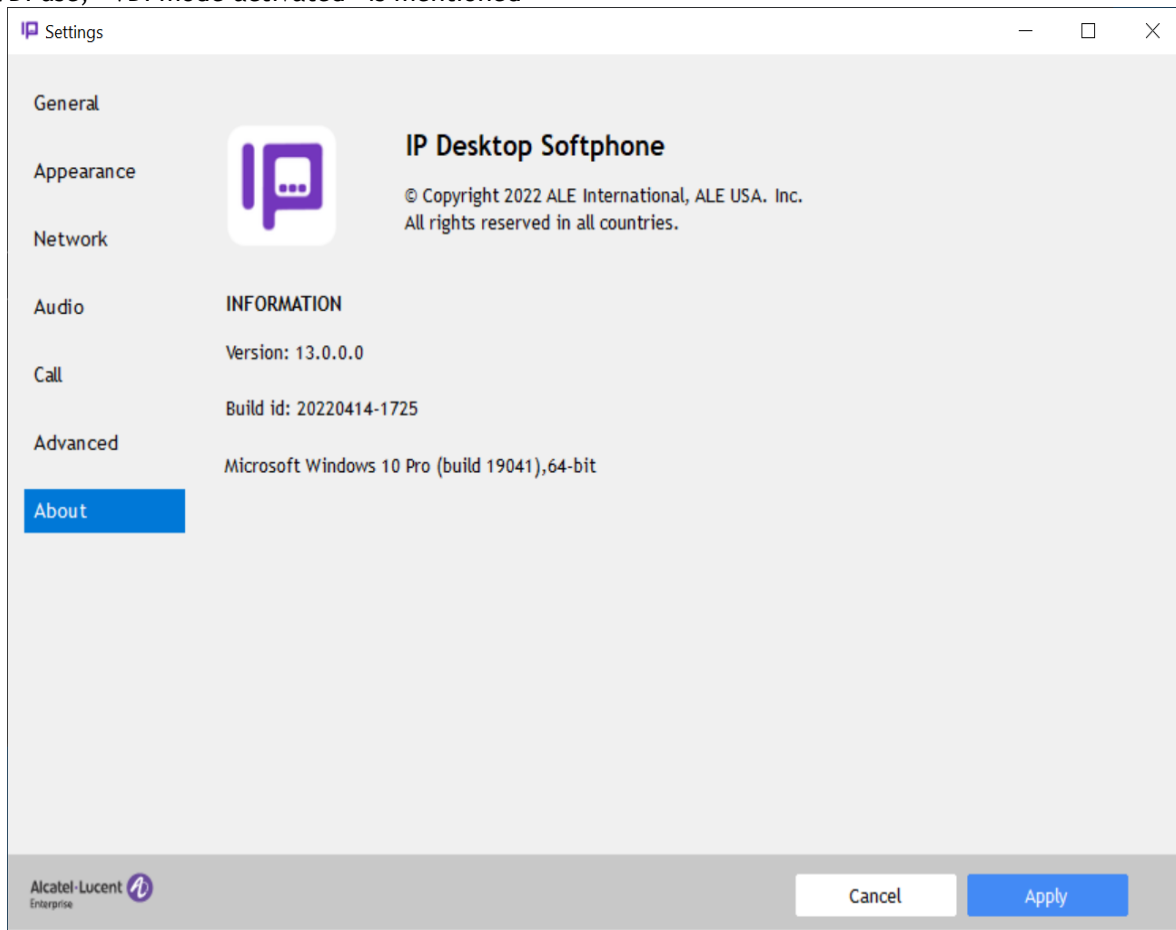
To start the softphone, use the shortcut of the application created during the installation on the VDI environment.



Or access the application from the start menu (in Desktop on VDI environment).

- **RUN mode**

Check the installed version with the "?" button on IP Desktop Softphone.
For VDI use, "VDI mode activated" is mentioned



Check the installed version of VVX module by Right click on VVX icon on user PC systray, select "About"



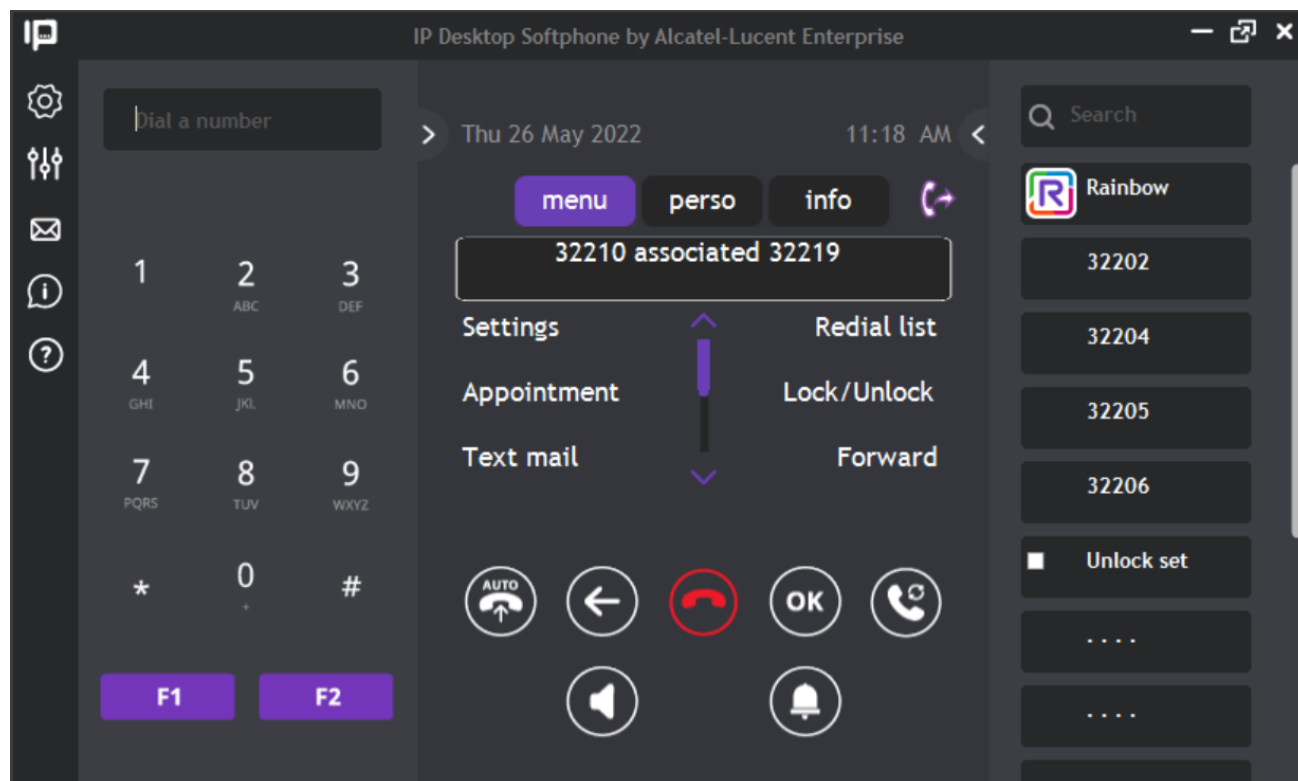
If necessary, VVX module can be restarted by selecting "Reset" on VVX icon.







- **Restrictions for VDI mode**







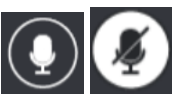


Feature	Description
Customize ringtone	The feature “Customize ringtone” in Audio settings is not available for VDI mode
Multi-session	IP Desktop Softphone cannot be launched in Desktop and Application Modes simultaneously
API Rest	The API Rest for take call / make call are not available
Missed calls notification badge	Application Mode: There is no notification badge on IPDSP icon in Taskbar to indicates the total number of missed calls or messages
TEL protocol	Available only with browser in VDI application mode also or in VDI desktop.
Outlook Addin	Available only with Outlook in VDI application mode also or in VDI desktop.
Call selected number Quick key	Available if the number is selected and copied and IPDSP or VDI desktop have the focus
Maximize Quick key	Application Mode: Not available Desktop mode: Available only if VDI desktop have the focus
Click to call	Available if the number is selected and copied
OXO Server	IPDSP in VDI mode is not supported on OXO server

7 Using your IP Desktop Softphone

When you launch the application, the phone's image is displayed. The theme of the display depends on the theme selection you have already configured. Below is an example: The screenshot below gives brief note of the components of the phone image. You can identify them

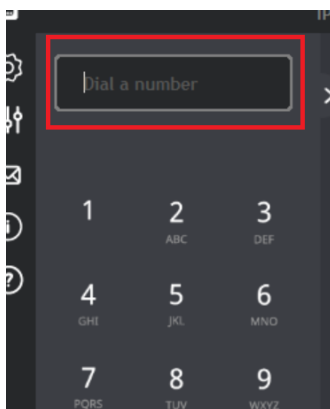


Button/icon	Description
	This button allows to display the settings.
	This button allows to display the messages box.
	This button is used to get information of some set buttons, Help: press "i" and a key
	This button allows to display the About information.
	This button allows to activate the interphony
	Back button: it allows to return to previous page if short press or to return to main page if long press

	This button allows to call last called number if short press or to go to the redial list page if long press
	This button allows to activate or not the ringing during an incoming call.
	This button allows to release a call or to stop ringing call.
	This button allows to take a call.
	This button allows to apply an action.
	This button allows to activate loudspeaker.
	This button allows to mute/unmute communication.
	This button allows to increase volume voice.
	This button allows to decrease volume voice.

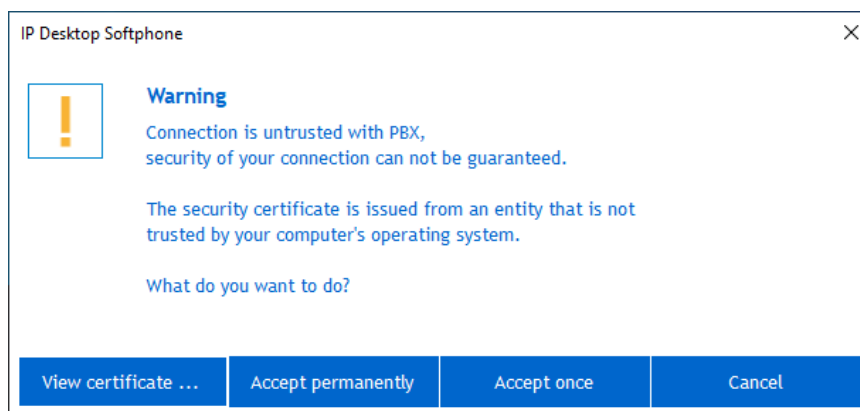
Note that these buttons are displayed or not depending on the context.

A dial zone is also available, this is useful if the user wants to enter a complete number make any changes on it before calling it:



7.1 Native Encryption

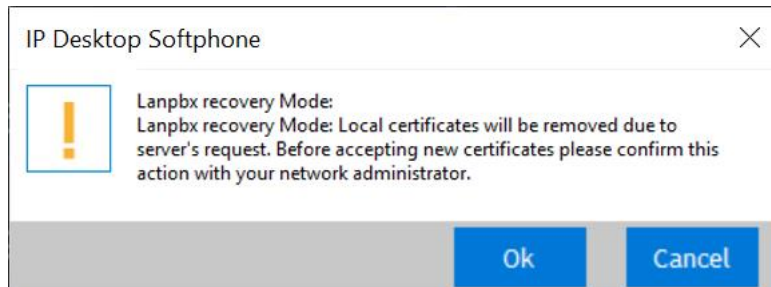
When native encryption is configured at PBX side (refer to installation guide), and if necessary, certificates are not installed in Windows system store, IP Desktop Softphone user may be prompted a message to accept DTLS certificate.



The user can accept it permanently in order not to be prompted the message again. If accepted once, this message will be prompted the next time IP Desktop Softphone connects.

The user can also view the certificate and install it in personal Windows store to avoid being prompted the next time.


In case of recovery process (that allows forcing terminals to forget a specific CTL and go back to TOFU mode) IP Desktop Softphone may prompt a message to accept this procedure:





An icon is shown at the top of IP Desktop Softphone to inform the user that native encryption is used.



7.2 To make a call

1. Launch the application. If you have already launched the application and it is dormant, activate it using the  icon in the system tray.
2. Dial the required number using the numeric keypad of computer or that of the phone image. No need to press Enter. The dialed number displays in the display panel

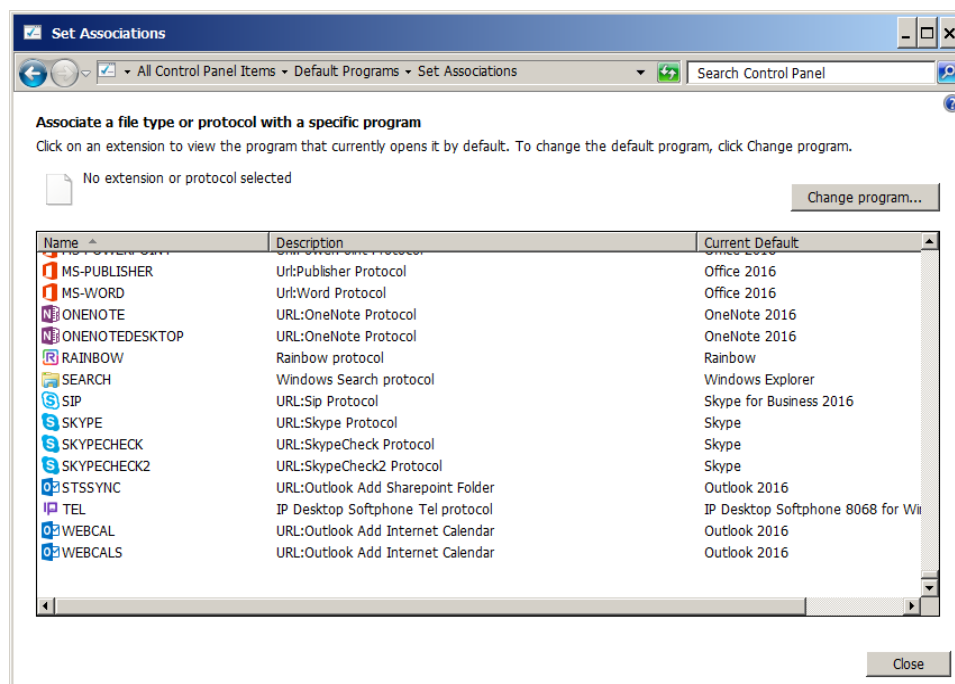
3. If recipient is busy, you can see that status in the display panel, in addition to the busy tone.
4. To redial the same number, click on the  button on the Softphone.
5. You can hear the ringing tone through the speakers of the computer. You can speak through the attached microphone. The call recipient's voice will be audible through the speakers attached to your system.
6. To end the call, click on the  button.

7.3 To make a call using TEL protocol

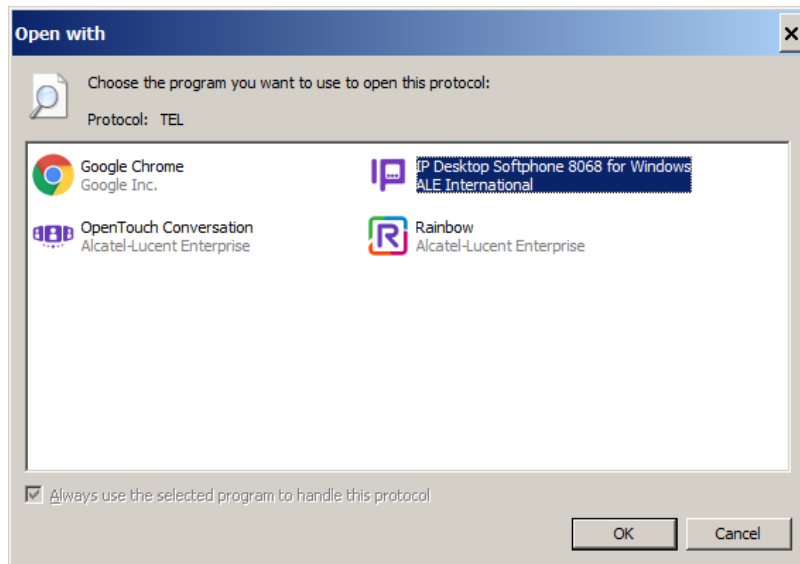
IP Desktop Softphone can be linked with the TEL protocol. You can use it to make a call to a number if the IP Desktop Softphone is configured as the default program for this protocol. For example: [TEL:+12345678](tel:+12345678).

To configure IP Desktop Softphone as default program for TEL protocol:

1. Open Control panel
2. Go to "Default programs"
3. Go to "Associate a file or protocol with a program"
4. Double click on TEL protocol (scroll down to protocols)



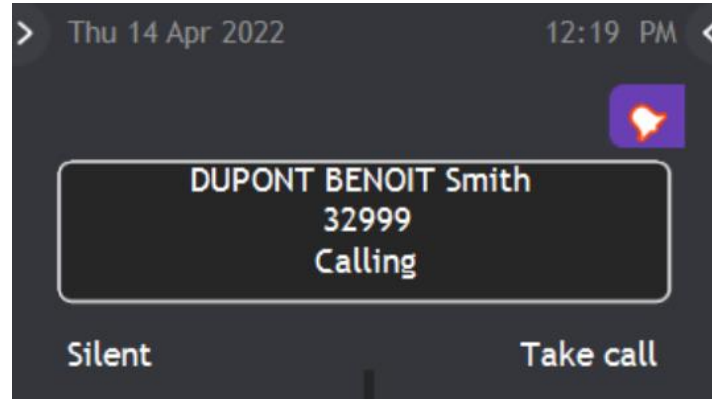
5. Select IP Desktop Softphone as default program then press OK.



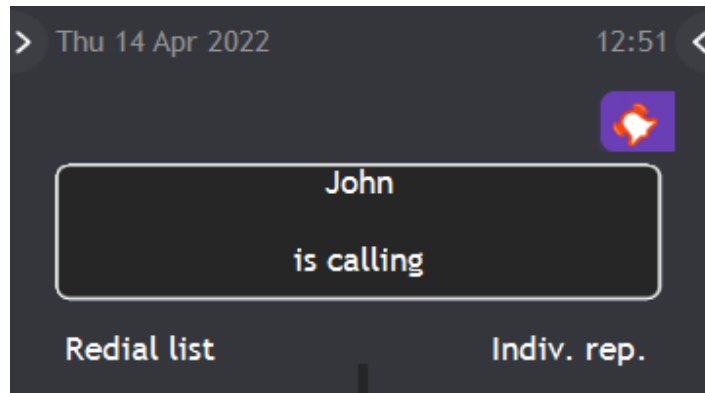
7.4 To receive a call

1. When you receive a call, you are intimated of it, in following 3 ways:
 - a) You can hear the ring
 - b) The display panel displays the number of the person who is calling. Below is an example:

OXE incoming call display



OXO incoming call display



- c) The system tray icon keeps alternating between the following two images:

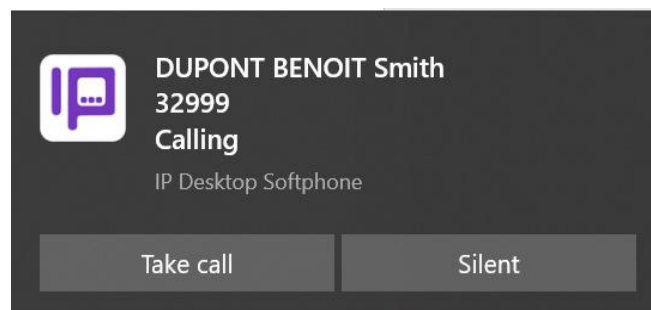





Extension available




Extension in conversation

2. You can pick up the call, using either of the following 3 methods:
 - a) Press Enter in the Keyboard
 - b) Click on the link "Take Call" in the screen (see screenshot above).
 - c) Click the incoming call toaster if this option is enabled (see chapter: 6.2.1.1, section Call notifications)




3. To stop the ringing but keep the line, click Silent or use 
4. To increase or decrease the volume of the conversation, click on  or .


To end the call, click on the  button.


7.5 Other uses

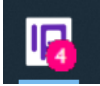
1. To send text messages, use the button . You will see the relevant displays in the display panel. Use the computer keyboard to key in text.

2. Interphony: This is represented by the  button. This has 2 different functions. Either or both of these could be available to the user, subject to Administrator's configuration to that end. This button acts as a toggle.

- a) When the phone is idle: When this button is clicked, a message: "Interphony activated" displays on the screen. Besides the button turns blue and stays that way. This indicates that interphony is active. In this situation, incoming calls are picked up automatically. That is, the line becomes active without any intervention of the user. Since this button is a toggle, when it is clicked upon when it is active, it is deactivated. This is confirmed by the message: "Interphony deactivated" that displays on the screen. The button color also changes to its default.
- b) During a phone conversation: Clicking on this button during a conversation mutes the audio on the user's side. Anything the user speaks will not be audible on the other terminal. To reverse it, click on it again.

3. To select silent mode (disable ringing), click in the button .

Once silent mode activated the icon becomes like .

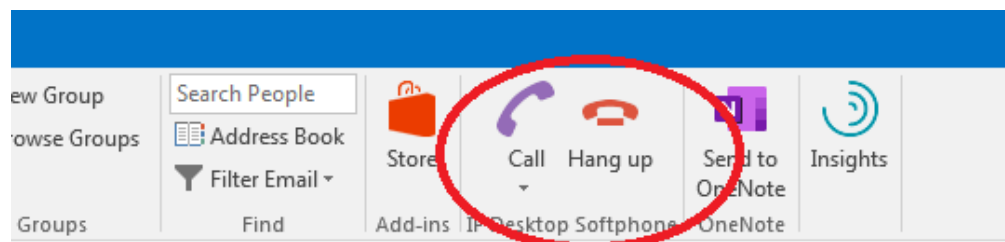
4. Missed calls: When a call is missed or a message is left, the IPDSP icon indicates the total number of missed and dropped calls .
5. If any "Forward" functionality is activated for the IPDSP phone set, we can see the new icon blinking in the system tray:



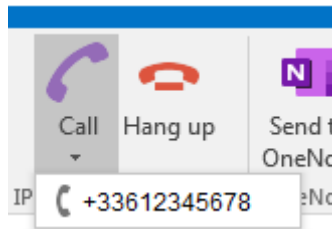
The icon is displayed according to the current status.

7.6 Outlook Add-In

If IP Desktop Softphone Add-In for Outlook is installed (Please refer to the Installation and Administration Manual), it appears on the home tab of Outlook with the name "IP Desktop Softphone" with two buttons: Call and Hang up.

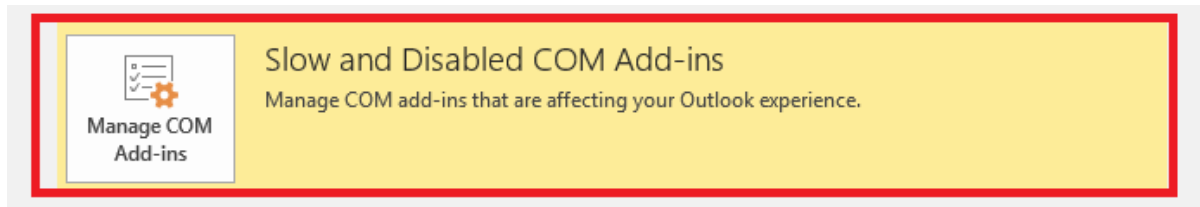


When an e-mail with a known sender is selected then the Call button is enabled: click on it to see the list of the sender's phones. Click on one of the available phones in the list to send a call request to the softphone. This function is also available on the contacts view.

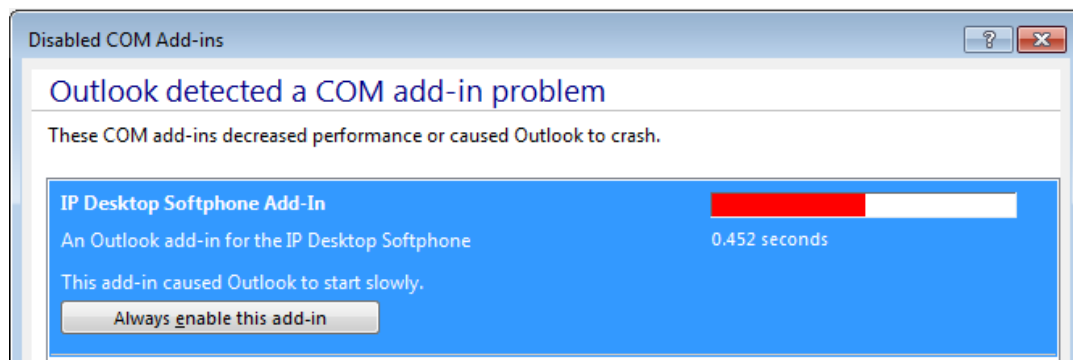


A Hang up request can be sent to the Softphone using the Hang up button.

If the “IP Desktop Softphone” Add-In doesn’t appear on the home tab of Outlook even if it is installed, you can check if it is disabled to enable it, so from File menu launch “Manage COM Add-ins”



Click on “Always enable this add-in”:



7.7 Accessibility

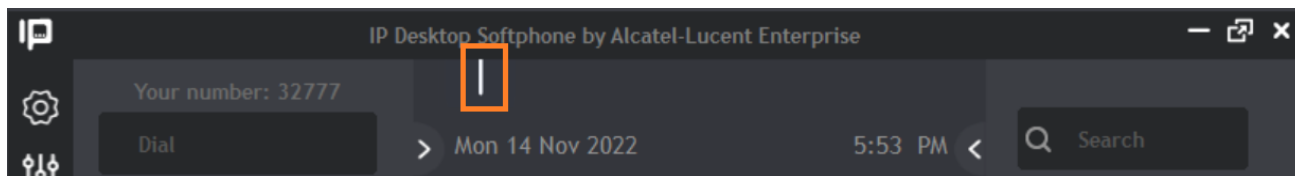
To improve accessibility, IP Desktop Softphone application offers some set of functions:

- The application theme can be set to light theme (Appearance tab settings).
- The font size can be set to large (Appearance tab settings).
- Accessibility name is associated to every button of the application.
- The possibility to navigate between accessible elements of the main screen using “Shift+Up” and “Shift+Down” shortcuts.

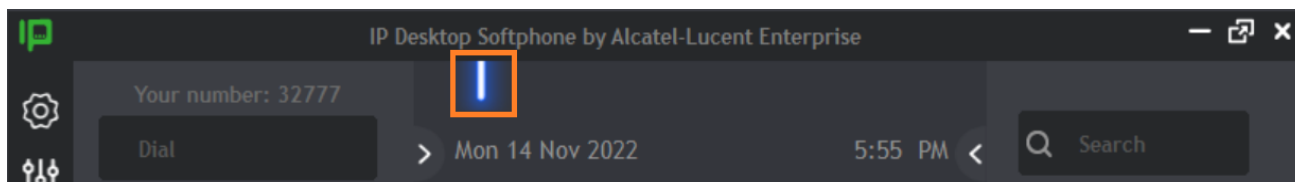
7.8 Call Indicator Light

The "Call Indicator" led at the top middle of the interface allows to distinguish between different call types (internal = blue color, external=purple color and boss-secretary=red color)

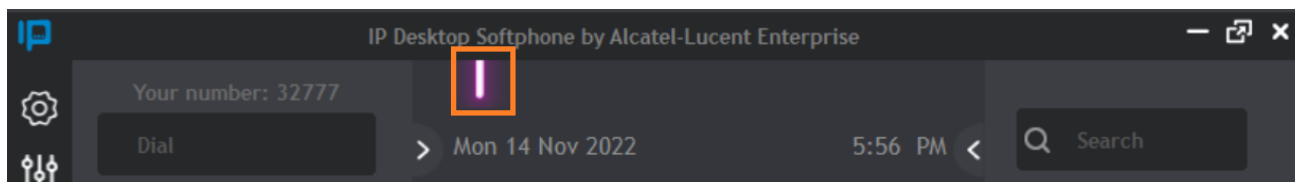
Idle state:



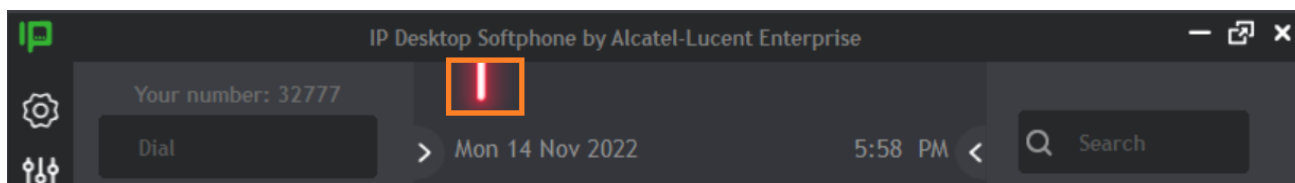
Internal call:



External call:



Boss-secretary call:



8 Activate Logs

Please refer to the Installation and Administration Manual of the IP Desktop Softphone.

9 Usage limitations

9.1 Non availability of NOE functionalities

Some functionality seen in the phone menus are not relevant for the IP Desktop Softphone application and are not functional.

The lists of functionalities available for configuration on phone menus via the

Menu\Settings\Phone

And which will have no impact on IP Desktop Softphone behaviors are:

- Menu\Settings\Phone\Jack plug
- Menu\Settings\Phone\Bluetooth
- Menu\Settings\Phone\Ringing\Level
- Menu\Settings\Phone\Ringing\More options\Progressive ringing
- Menu\Settings\Phone\Ringing\More options\One beep before ringing
- Menu\Settings\Phone\Ringing\More options\Three beeps before ringing

9.2 Entry selection in a list

In Messaging Portal, the selection of an entry in the lists (IM, Call Logs and Voice Mgs) is done as follows:

- Select an entry using:
 - Up/Down arrays from NOE display
 - PC keyboard
 - the mouse
- when an entry is selected the entry is highlighted in blue color
- then to have more details you can click on OK key to select it

The behavior is the same for other lists:

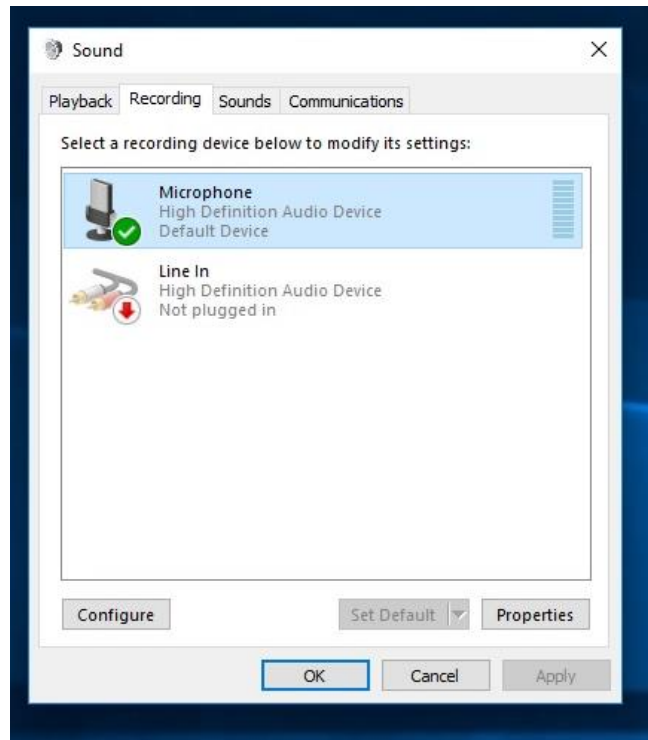
- Contrast
- Redial list
- Language
- Home Page
- Melody

Remark: the mouse click on an entry has no effect.

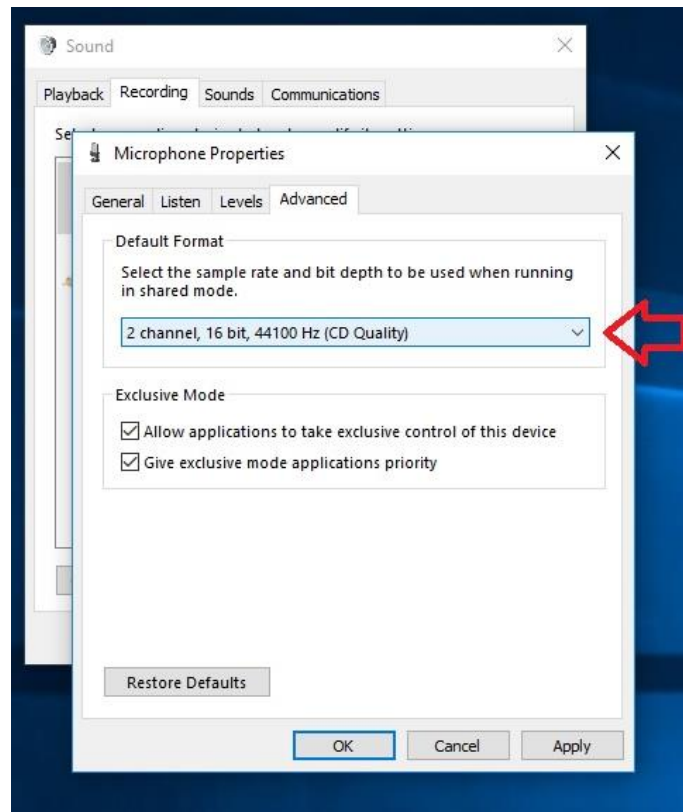
9.3 Handsfree usage on windows 10

Where the sound card used for the “hands-free” option is the one installed in the PC, it will be necessary to apply the following solution to change the default configuration of the Microphone:

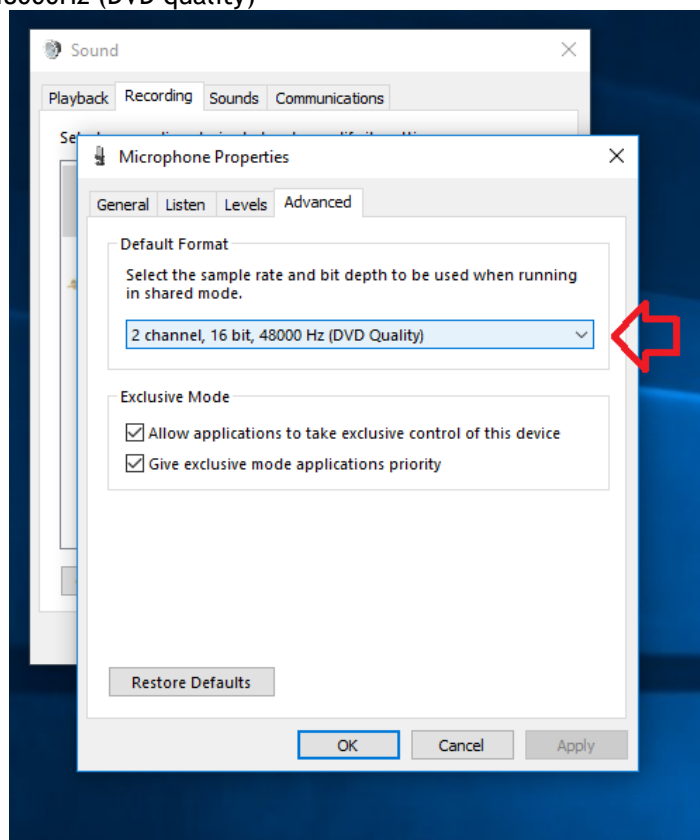
- 1) Open the audio configuration panel, select the Recording tab, then Microphone



2) Go to Properties, advanced tab: the default format should be 44100Hz



3) Change the value to 48000Hz (DVD quality)



9.4 REASSIGNMENT feature on Pro-ACD mode

In case IPDSP is used in Pro-ACD mode, REASSIGNMENT feature is not supported if destination user does not belong to same OXE node.

Example:

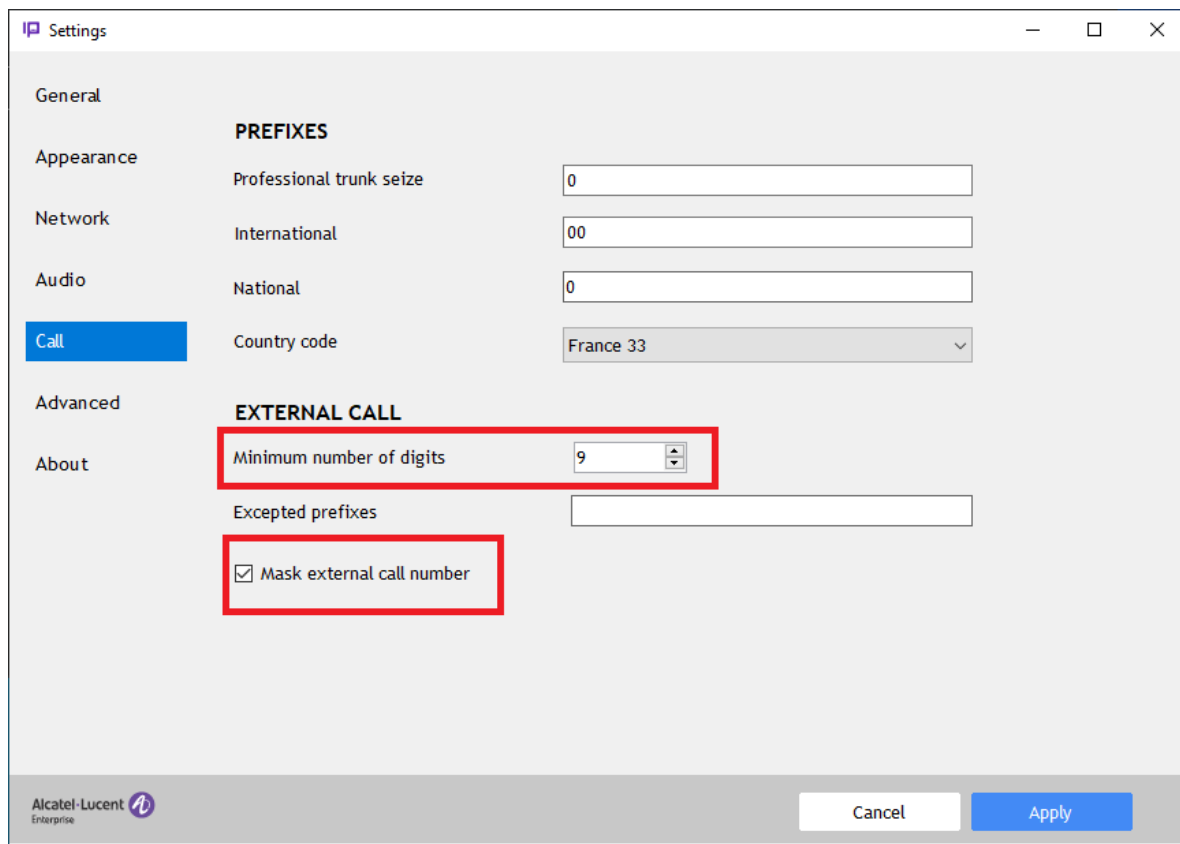
IPDSP mode Pro-ACD user 1 = 30000 / node 5
reaffect request to 30001 node 5 => OK accepted.

IPDSP mode Pro-ACD user 1 = 30000 / node 5
reaffect request to 40000 node 1 => NOK refused with error message.

9.5 Masking external call number

To mask external caller number (CLI for incoming calls and dialed number for outgoing calls initiated through CXM) on the agent phones, the administrator should install the application with these parameters:

- **MASK_EXTERNAL_CALL_NUMBER=1** to activate this functionality.
- **USEPASSWORD=1** **PASSWORD=<to be defined>** to protect the Advanced window configuration
- **MINDIGITS=<number>** to identify external call number, it must be set in accordance with local situation (In France, internal subscriber numbers may have up to 8 digits that's why we set this field to 9).

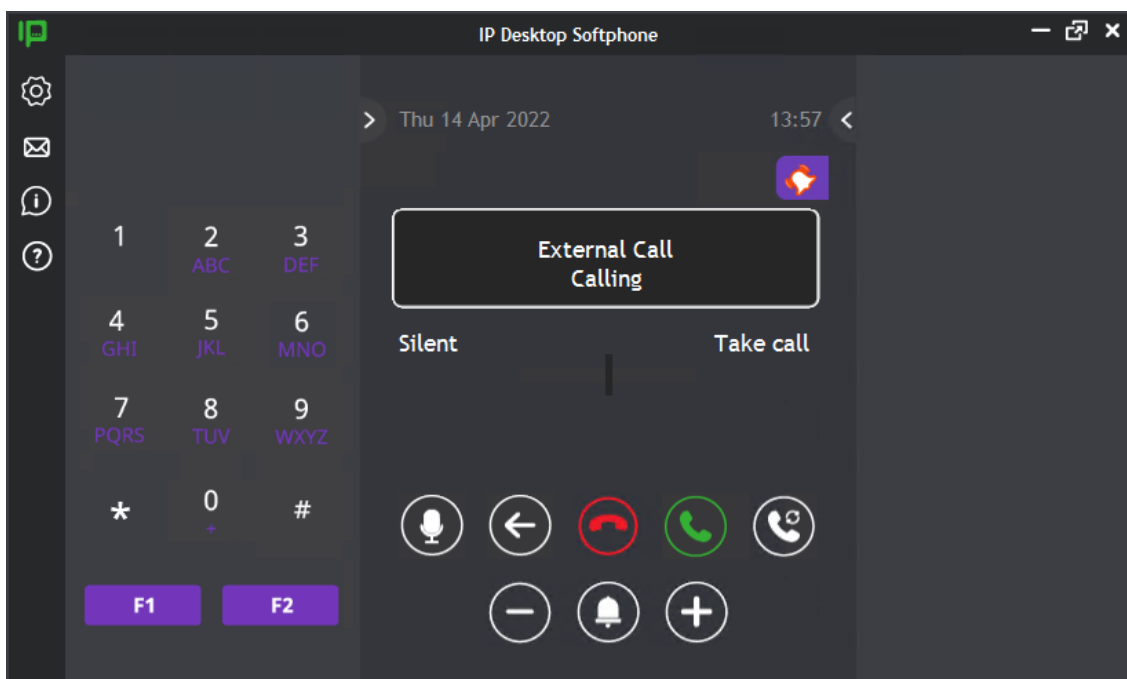


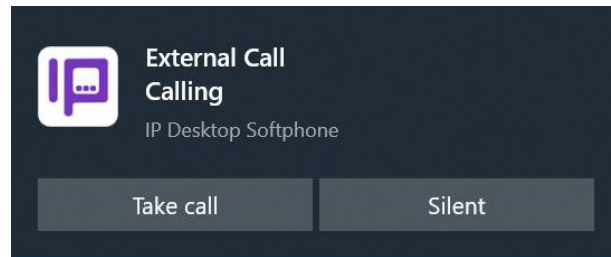
With this Caller identification for incoming calls, calls from public network will be hidden as well as called number for outbound calls to public network.

Screen displays only “External Call” and not the called number in all the menus and windows in the softphone.

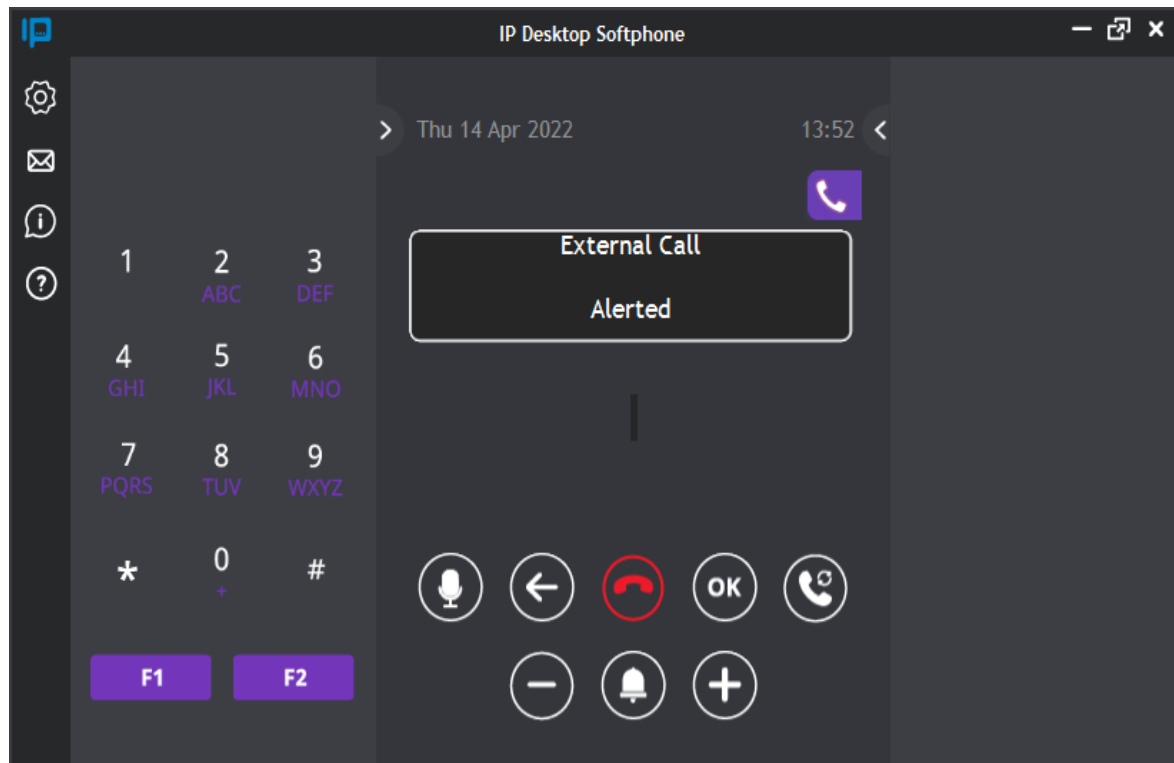
Subscriber number will be displayed only in case of internal calls.

Incoming call:

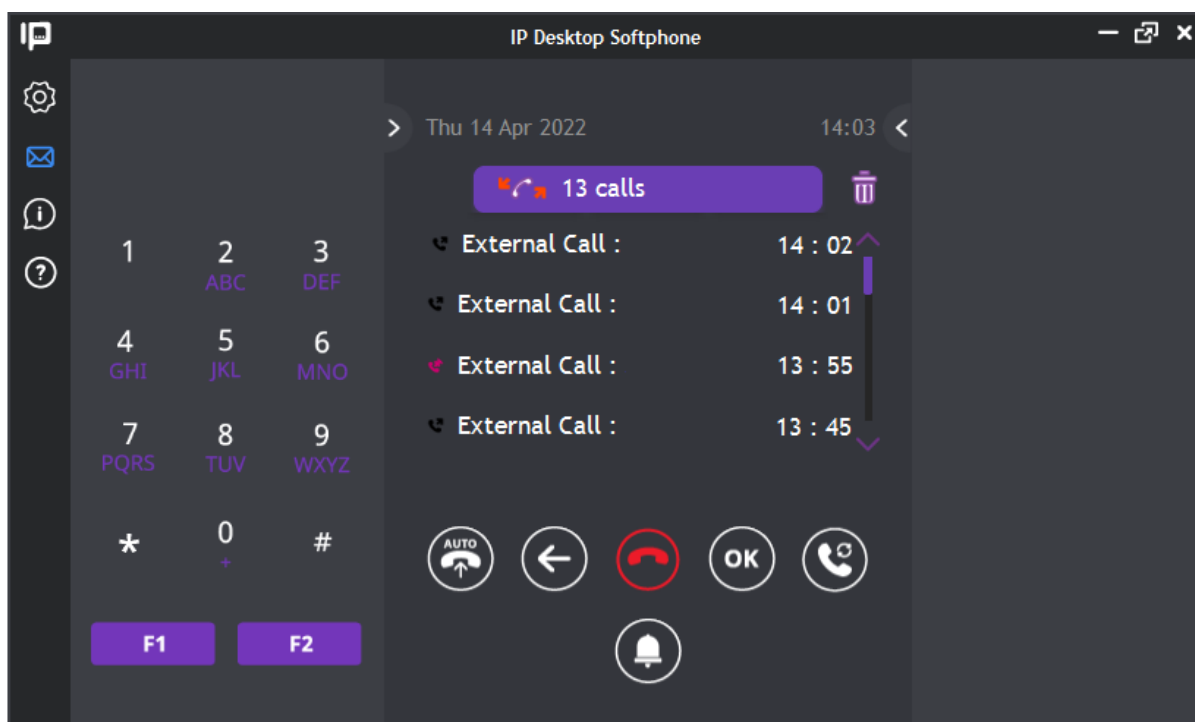
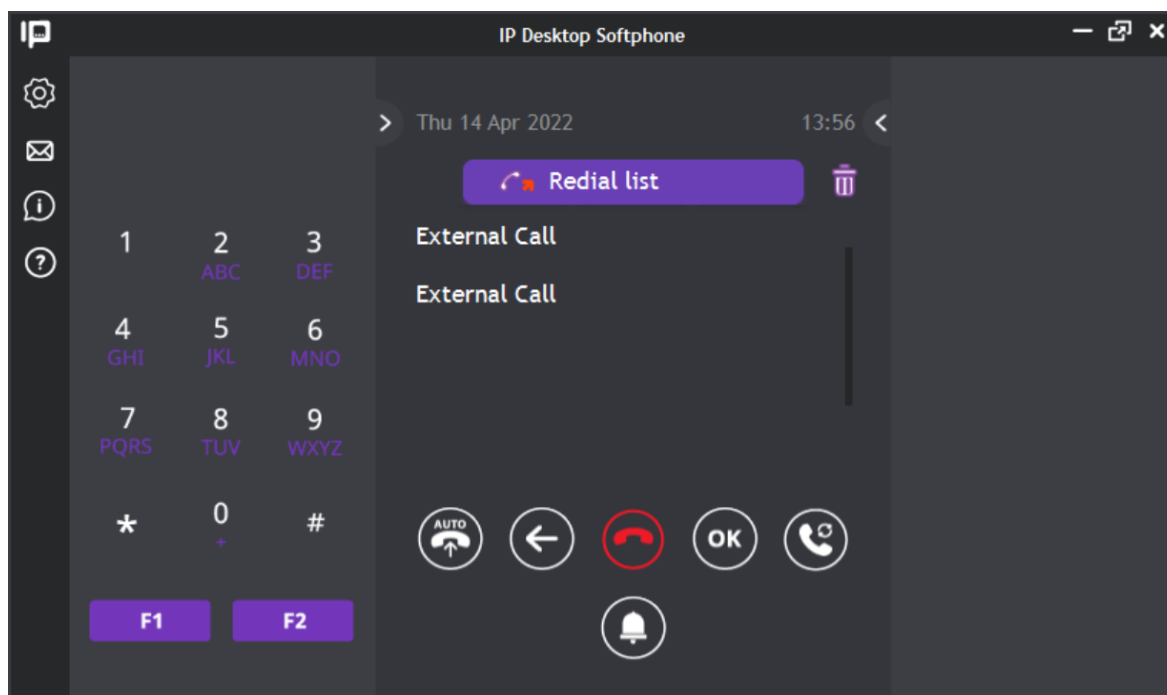




Outgoing call:

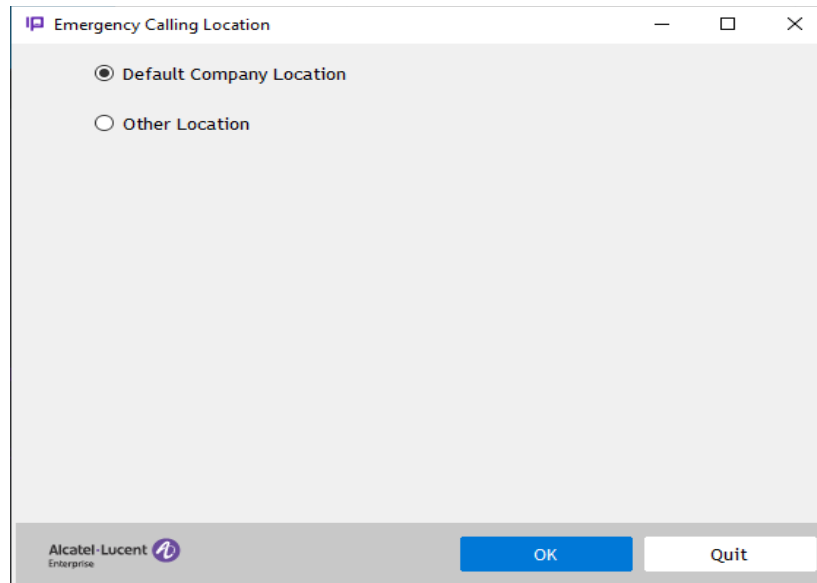


Other menus:



10 Emergency Calling Location

- If option has been activated, IPDSP will show the following pop-up at startup with 2 options:
 - default location that is managed at company level, inside the VNA server
 - other location that asked the end-user to enter the whole address where he is using the IPDSP



Emergency Calling Location

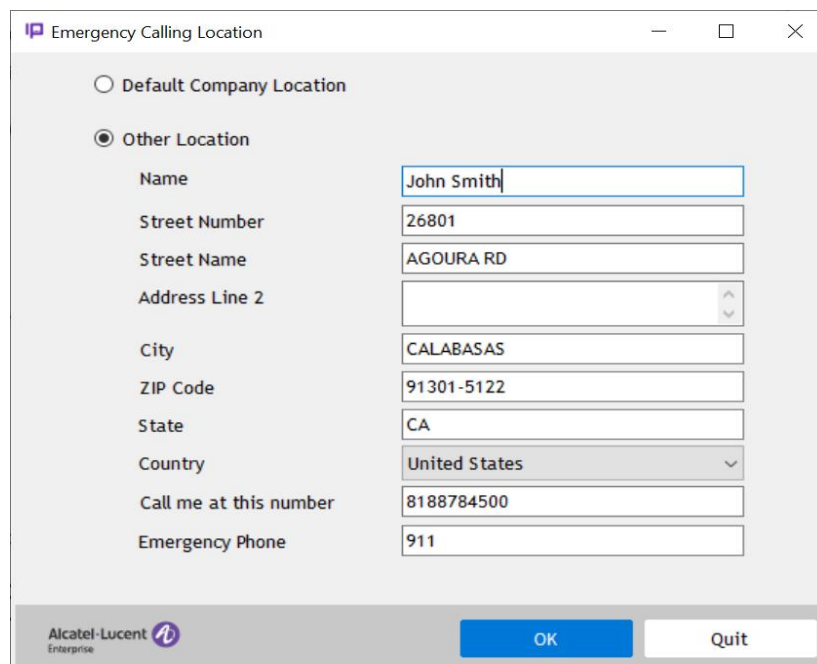
☒ Default Company Location

☐ Other Location

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OK Quit

- Each time the IPDSP is restarted, the pop-up is displayed.
- The last choice is presented as the preferred choice (example: last choice = Other Location, at the restart the tick choice is “Other location”)
- The “other location” information is stored with the end-user data and presented again in the pop-up each time it is displayed.
- If Other Location is chosen and address fields are empty, the user is unable to save this choice (OK button not active)



Emergency Calling Location

☐ Default Company Location

☒ Other Location

Name: John Smith

Street Number: 26801

Street Name: AGOURA RD

Address Line 2:

City: CALABASAS

ZIP Code: 91301-5122

State: CA

Country: United States

Call me at this number: 8188784500

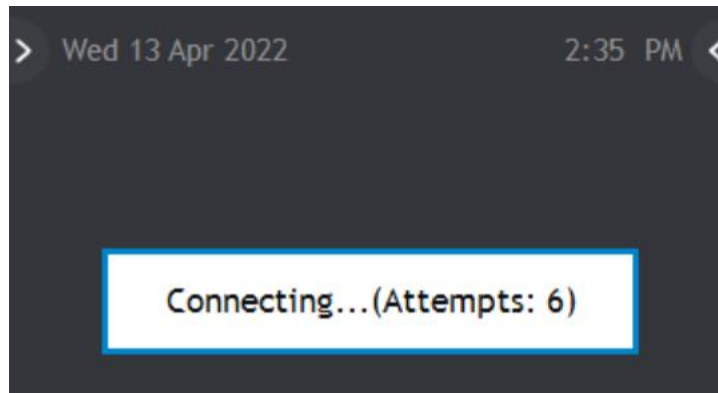
Emergency Phone: 911

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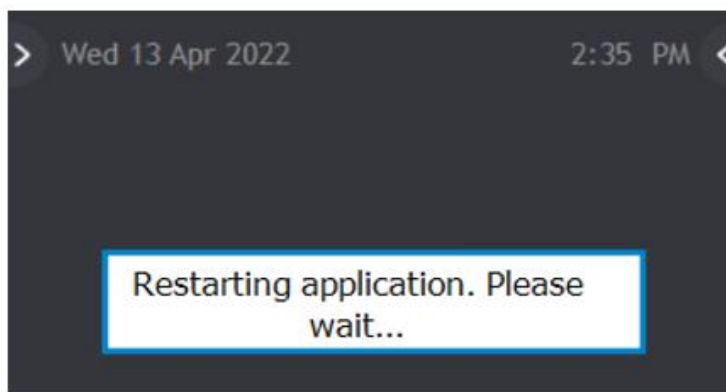
OK Quit

11 Some screen messages description

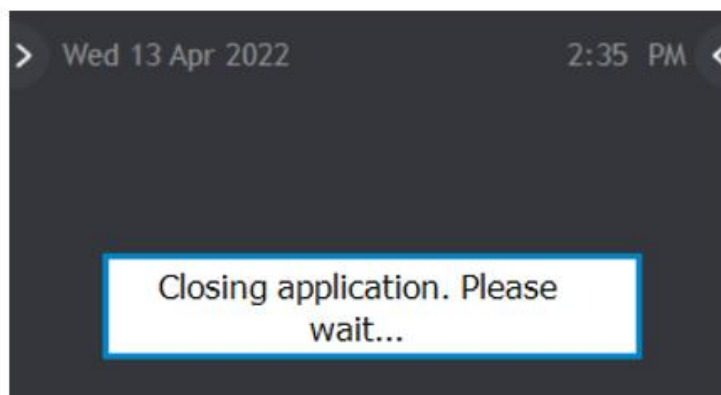
- IP Desktop Softphone is trying to connect to PABX: shows also the number of attempts made to connect.



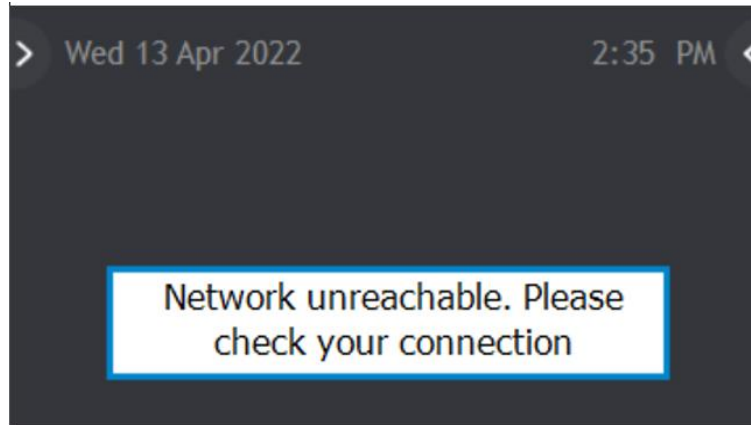
- IP Desktop Softphone is restarting: in some cases, the application may need to restart after some configurations changes (theme, TFTP addresses ...)



- IP Desktop Softphone is closing:



- IP Desktop Softphone detects no active network interface card:



12 Troubleshooting

Problem	Solution
Integrated microphone from Windows PC is not correctly detected by IPDSP Application.	Check the Antivirus, especially Threats and Exclusions, exclusion Rules, Specify trusted applications. Microphone access must be allowed.
Sometimes IP desktop softphone is not coming into service after upgrading to windows 10 OS	This is due to Microsoft Security Hotfix patch installation to OS Windows, after the Firewall have some change. A solution to this problem is to add in the Windows Firewall the IpDesktopSoftphone.exe as exclude rule for uncheck. At next install of Windows MS hotfix, firewall exclusion won't be impacted, and exclusion will be maintained.
If the user hears the echo in audio using a headset (Jabra for example) on a new PC Windows 10.	Press "Windows Key" + "R" then press "Enter" Or type "mmsys.cpl 2" in the Search Windows Tab, press "Enter" From "Recording" Tab select the adhoc Jabra Device and double Clic on it (or Right Clic + "Properties" button) The Transmit Properties window appears. Then on "Listen" Tab, uncheck, if not done, the Option "Listen to this device".

END OF DOCUMENT